



Volunteer Receptionist/Administrator – Role Description

Role:

As a Volunteer Receptionist/Administrator you will join our team and assist with welcoming visitors and centre users. Your responsibilities will include greeting visitors, answering phone calls, redirecting inquiries, taking messages, and photocopying or helping the public with IT enquiries.

This is a very wide-ranging role and we do not expect individuals to do it all. During recruitment we will discuss where each person will fit in best.

Responsibilities:

- Welcoming visitors and service users.
- Answering telephone calls and redirecting them to appropriate staff members, taking messages when necessary.
- Operating the till and taking payments for activities and goods.
- Providing general administration support, including photocopying, filing, collating fact sheets and booklets, and assisting with mailings, publicity, and events.
- Maintaining confidentiality and complying with policies and procedures.
- Willingness to undertake additional duties and training as reasonably requested.

Personal skills and qualities:

You do not need specific skills and experience as training will be provided, but the following will be useful:

- Ability to work independently and without close supervision.
- Friendly and welcoming manner.
- Good communication skills.
- Methodical approach to tasks.
- Proficient in Microsoft Office and general IT skills.
- Understanding of confidentiality.

Training and Support:

- We will provide you with ongoing support and training throughout your volunteering, including:
- Full induction
- Health and Safety
- Safeguarding
- Data Protection and compliance.

Additional Information

This role will provide valuable experience for those seeking a career in office administration. You will learn about working in the charity and community development sectors. You will also gain experience of team working and networking with diverse user groups and community organisations.

We can be a reference for you.

When Required:

This grid shows when you can volunteer for this opportunity.

	Monday	Tuesday	Wednesday	Thursday	Friday
Morning	√	√	√	√	√
Afternoon	√	√	√	√	√
Evening					