

## RECEPTION & ADMIN VOLUNTEER – ROLE DESCRIPTION

**Purpose of the role:** To provide a friendly welcome to visitors to the centre and to telephone enquirers, and to assist with administration tasks

**Reports to:** Education Centre Administrator

### Reception or Admin Volunteer Main Tasks

- Use the telephone system to answer and transfer calls
- Present a friendly and professional face for the organisation
- Deal with enquiries
- Greet visitors
- Oversee and maintain reception area (including seating/waiting area) ensuring both are neat and tidy
- Undertake administration tasks e.g. photocopying, laminating, word processing, data inputting
- Interact with students at the centre
- Abide by the Back on Track policies and procedures.
- Maintain an open and non judgemental attitude.

Maintain appropriate boundaries at all times.

**Commitment** – Reception and Admin volunteers are asked to agree a specific 'slot' each week during which they will volunteer. We ask that volunteers show commitment to the role and only cancel their slot if absolutely necessary (e.g. illness or an interview)

### Person specification

These are the skills and qualities you need to be a volunteer in this role. We will look at these areas when assessing if you are suitable for this particular role:

- Ability to communicate in English
- Confidence to deal with enquiries on the phone and in person
- Ability to record messages
- Basic computer skills
- Non-judgmental attitude
- Flexibility and patience
- Reliability and willingness to attend regularly
- Ability to relate to a range of people
- Willingness to respond to feedback and constructive criticism