



Volunteer Reception Assistant Role Description

About This Role

As a Volunteer Reception Assistant, you will be the first port of call for any visitors to our Calderstones headquarters Mansion House. We will rely on you to create a good impression so above anything else you'll need to have a good rapport with many different types of people helping them to feel looked after and at ease.

Key Responsibilities

- Answering the telephone, taking and relaying messages
- Greeting visitors in a welcoming and friendly manner, offering them refreshments, and directing them to the right location
- Monitoring those entering and exiting the building
- Keeping the reception area tidy
- Providing information about The Reader, Calderstones, and activities going on in and around the building
- Providing assistance at The Reader events
- Providing general clerical and administrative support as required

What you will get out of it

- Internal and external training
- Opportunities to meet and work with new people
- The opportunity to use existing skills and gain new ones
- Attendance at regular *Shared Reading* groups and volunteer events

What we expect from you

- Happy to make a commitment of half a day each week
- Happy to volunteer within the The Reader ethos and under the supervision of Reader staff
- Have a warm, calm, friendly manner that reflects The Reader's ethos
- Have a responsible approach to health and safety and monitoring
- Happy to undertake any training if necessary
- Feedback any concerns to The Reader staff
- Appear appropriately dressed and well presented
- A positive approach to the work
- Willingness to undertake a DBS check (a criminal record does not necessarily disqualify someone from volunteering with us)

Essential Qualities

- Read and write to a reasonable level
 - Relate well to the public and communicate clearly
 - Patience with those who are unable to communicate clearly or less confident
 - Represent The Reader in a professional manner
 - Able to work according to volunteer policies and procedures
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FURTHER INFORMATION

Commitments

- **Time commitment per week:** Minimum three hours
- **Length of role:** On-going, minimum six months commitment

Training

Induction and training sessions will be provided for this role, and must be completed before starting the placement.

Volunteer Expenses:

Travel expenses will be provided as per The Reader's Expenses Policy

Get in touch and be part of the story

Email volunteer@thereader.org.uk to find out more or express interest in this role, or phone our Head Office at 0151 729 2200.