



Volunteer Reception Assistant Role Description

About The Reader

The Reader is a fast-growing social enterprise with a national and international remit that develops innovative *Shared Reading* groups in diverse communities across society. Our headquarters is in our home city of Liverpool but we have teams in London, the North East, the South West, Scotland, Wales, as well as a national prisons project in six locations, and work in Northern Ireland, Belgium and Denmark.

We are hard-working, hugely ambitious and aim for the highest standards of quality in all aspects of our work. We want to make shared reading the norm in all walks of life.

The Reader works with over 5,000 people through 370 weekly groups, events and activities; from pre-schoolers to people at the end of life, and across a number of different sectors, including, but not limited to the Education, Criminal Justice and Mental Health Sectors. At Calderstones, The Reader is developing an international flagship project, a world-renowned, sustainable home for the organisation where we can showcase our whole-person, whole-population approach to *Shared Reading*.

About This Role

As a Volunteer Reception Assistant, you will be the first port of call for any visitors to The Reader's headquarters at Calderstones Park's Coach House. An integral voluntary administrative role, The Reader will rely on you to create a good first impression both in-person and on the telephone. Above anything else you'll need to have a good rapport with many different types of people and help them to feel looked after, listened to and at ease.

Key Responsibilities

- Greeting visitors in a welcoming and friendly manner, offering them refreshments and directing them to the right location.
- Answering the telephone, taking and relaying messages.
- Monitoring those entering and exiting the building.
- Keeping the reception area tidy and promotional material topped up.
- Providing information about The Reader including our *Shared Reading* groups, volunteer opportunities and events as well as our Calderstones project to create *The International Centre for Shared Reading*.
- Providing general clerical and administrative support to the team as required

What you will get out of it

- Internal training.
- Opportunities to meet and work with new people.
- The opportunity to use existing skills and gain new ones.
- A chance to give something back to a thriving community.

What we expect from you

- Reliability and flexibility - commit to at least one shift per week or be able to cover at short notice.
- Happy to volunteer within The Reader's ethos and under the supervision of staff
- Have a warm, calm, friendly manner
- Have a responsible approach to health and safety
- Happy to undertake any training if necessary
- Feedback any concerns to staff
- Appear appropriately dressed and well presented
- A positive attitude

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 confidently
- Represent The Reader in a professional manner
- Able to work according to volunteer policies and procedures

Further Information

Commitments

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

Training

Full induction and training 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

How to find out more

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