

Volunteer Role Description

Reception Volunteer

<p>Purpose</p>	<p>As a Reception Volunteer, you will be the first port of call for any visitors to The Reader's Mansion House. This is a key voluntary role, as The Reader will rely on you to create a good first impression both in person and on the telephone. You'll need to understand all about the site and The Reader's work and people. Above all, you'll need to have a good rapport with many different visitors and help them to feel looked after, listened to and at ease.</p>
<p>Key activities</p>	<p>The Reader at Calderstones is a place where anyone can come to experience literature, find and share meaning, be nourished, develop new skills, explore new things and, find 'something real'. We run many weekly Shared Reading groups, as well as many other weekly community groups, such as Knit and Natter</p> <p>The Reader at Calderstones is home to the International Centre for Shared Reading – a centre of excellence serving our international community, and welcoming everyone who wants to begin or develop their Shared Reading practice.</p> <p>Visitors can also visit the neolithic Calder Stones in a new heritage centre that brings the stories of the past to life.</p> <p>But with a commercial Café, Shop and Ice Cream Parlour on site, and our glorious Storybarn, as well as the park's only public toilets, we will be welcoming thousands of people who know very little of our purpose, only that we have things they may want to buy or use.</p> <p>Our Reception Volunteers will be responsible for meeting and greeting over 40,000 visitors each year. Your activities will include:</p> <ul style="list-style-type: none"> • First point of contact for visitors to house, greeting visitors on arrival and directing them accordingly. • Monitoring visitors entering and exiting the building. • Providing information about groups, activities and events in the house. • Providing information about volunteer opportunities with The Reader. • Provide clerical and administrative support to staff and volunteers as required. • Keeping visitor reception area tidy and maintaining promotional displays. • Have an awareness and understanding of the work, activities and ethos of The Reader and able to communicate this as part of the visitor experience.

What you will get out of it	<ul style="list-style-type: none"> • An opportunity to become part of the shared reading community • Gain first-hand experience of working with an award winning nationally recognised social enterprise • Enabling other people to benefit from shared reading • Opportunities for you to enrich the lives of other people • Regular and ongoing support from a friendly and supportive team • Develop confidence • Enhance your CV
What we expect from you	<ul style="list-style-type: none"> • Able to volunteer under the supervision and support of The Reader/ your Shared Reading Organiser • Work according to all volunteer policies and procedures • We need people who care or can learn to care about what The Reader is doing • Reliability and flexibility • Good organisational, time management and interpersonal skills • Able to ask for help when needed • Have a warm, calm and friendly manner that reflects The Reader's ethos and values • Feedback to The Reader staff/your Shared Reading Organiser if you have particular concerns or difficulties • Ability to remain resilient and show compassion to members of the community • Have a responsible approach to health and safety
Commitment	<p>Time commitment per week: A commitment to a minimum of 4 hours per day with a maximum of 8 hours per day. We will look to allocate hours/days according to volunteer availability and preference but may need commitment for some weekends/evenings.</p> <p>Length of role: minimum six months (to ensure continuity and consistency for visitors)</p>
Location	<p>The Reader Mansion House Calderstones Park Liverpool L18 3JB</p>
Skills/experiences/personal qualities required	<p>Essential: You must be able to:</p> <ul style="list-style-type: none"> • Well organised and able to work with minimum of supervision. • Professional and pleasant face-to-face manner. • Relate well to the public and communicate clearly. • Patience with those who are unable to communicate clearly or less confidently. • Able to work according to volunteer policies and procedures. <p>Desirable:</p> <ul style="list-style-type: none"> • Experience of customer service in a face to face role.
DBS required?	<p>A DBS may be required for this role. A criminal record does not necessarily disqualify a person from volunteering with us.</p>
Application Process	<p>The Reader has a strong track record in delivering high quality services. Making sure that we have the right people in the right roles is an organisational priority and extends to our volunteering community. As part of the recruitment process for this role we'll invite you to a shared reading group, to read up on our induction documents and to complete</p>

	an application form. We'll also request references. As we would with any role, paid or unpaid, we will talk to you openly about any reservations we identify that result in our decision not to offer you a place volunteering in this role.
Support and Supervision	The Reader and your Shared Reading Organiser
Training required	Induction and training sessions will be provided and must be completed before starting the placement. The training will comprise a half day welcome and induction plus additional training hours specific to the role.
Volunteer expenses	Travel expenses will be provided as per volunteer expenses policy.
Further information	For further information, please contact volunteer@thereader.org.uk