

Volunteer Role Description

Role:	Volunteer Receptionist
Location:	ScotsCare, 22 City Road, London EC1Y 2AJ
Preferred Commitment:	At least one 4-hour shift each week for a minimum period of six months
Responsible to:	Volunteer Co-ordinator who in turn is responsible to the Client Support Manager.

Purpose of the Role:

The reception at ScotsCare is run by a team of volunteers and this role plays a vital part in the smooth running of our office; volunteer receptionists are the face of our organisation and often the first point of contact for our clients, supporters, and the general public.

The role is to:

- Provide a professional, warm welcome to all visitors, ensuring they sign in and out
- Answer and screen incoming calls and transfer to the appropriate member of staff /volunteer
- Use Outlook to send messages, check staff availability and whereabouts
- Respond to emails and collate information to send out and follow up to confirm receipt
- Deal with outgoing post; frank, process recorded deliveries and take to the post office
- Photocopy and/or scan documents as required
- Assist with occasional large mail outs - envelope stuffing, franking etc
- Assist with other admin tasks as they arise (skills/interests dependent)
- Adhere to policies and procedures.

Skills / qualities needed:

- Reliable and good time keeping
- Good communication skills and a friendly, confident telephone manner
- Basic computer and admin skills
- Compassionate approach to the aims of ScotsCare
- A non-judgemental attitude
- Willingness to attend volunteer meetings and occasional training days

What you can expect from us:

- A full induction, training and support
- Out of pocket expenses for travel, and lunch if volunteering all day (5 or more hours)
- References and an opportunity to build on your CV
- Opportunities to be involved in other areas of our work if you want to do more/try other things
- Volunteer social events, meetings, newsletters, awaydays
- An opportunity to work within a small friendly team.

Recruitment: Application form, informal interview, two references required.