

Volunteer Role Description

Role:	Volunteer Receptionist
Location:	ScotsCare, 183-185 Bermondsey Street, London SE1 3UW
Preferred Commitment:	At least one shift per week for at least six months, longer if possible
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 are often the first point of contact for clients in need of support, our supporters, other agencies and the public. It is often a quiet environment; we are a team of 23 staff, supported by over 60 volunteers working across the London area.

The role is to:

- Provide a professional, warm welcome to all visitors and ensure 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, then follow up to confirm receipt
- Deal with outgoing post; frank, process recorded deliveries and take to the post office (PM only)
- Photocopy and/or scan documents as required
- Assist with occasional mail outs- envelope stuffing, franking etc
- Assist with other admin tasks as they arise (skills/interests dependent)
- Adhere to our policies and procedures.

Skills / qualities needed:

- Reliable and good time keeping
- English language, clearly spoken, listening skills
- Friendly, approachable, and confident in call handling
- Basic computer and admin skills
- A non-judgemental attitude
- Compassionate approach to the aims of ScotsCare
- Willingness to attend occasional training days/group meetings

What you can expect from us:

- A full induction, training and support
- Out of pocket expenses for travel, and lunch when volunteering for five hours or more
- 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.