



Allkind

Admin & Reception Volunteer

2026



www.allkind.org.uk

Registered charity, no. 29270



Allkind

ROLE DESCRIPTION

Location: Allkind HQ, 23 Monck Street, London, SW1P 2AE

Time commitment: 8.00am – 4.00pm, minimum one day per week

Days: Flexible, Monday to Friday

Supervised by: Office Manager

About the role

Are you organised, approachable and friendly, and would you like to use your skills to make a positive difference?

Allkind is looking for an Admin & Reception Volunteer to join our friendly team at our HQ office in Victoria.

This is a great opportunity for someone who enjoys working with people and would like to gain or develop practical experience in administration, reception and office support, while contributing to a charity that supports mental health and wellbeing.

You will be an important part of the team and will help create a welcoming, professional and well-organised environment for our staff, service users and visitors.

What you will be doing

As our Admin & Reception Volunteer, your role will include:

- Welcoming and greeting staff, service users and visitors in a friendly and professional manner
- Answering incoming telephone calls, transferring calls and taking accurate messages
- Monitoring incoming emails and directing enquiries to the appropriate person or team
- Providing appropriate signposting to other organisations where required
- Managing the reception/front desk and helping to ensure the office provides a welcoming first point of contact

- Booking desks and meeting rooms for staff across our offices
- Using Outlook to support email and calendar management
- Preparing meeting rooms before meetings and ensuring they are tidy afterwards
- Sorting and distributing incoming post and preparing outgoing post
- Scanning and forwarding post to the relevant members of staff
- Helping to organise refreshments for meetings and training sessions
- Carrying out stock checks and helping to ensure office supplies are available when needed
- Purchasing catering and office supplies and liaising with suppliers when required
- Helping to maintain a clean, tidy and organised office environment
- Supporting the Office Manager with general administrative and facilities-related tasks
- Following office security procedures
- Completing tasks from the HQ office task list
- Working independently when the Office Manager is offsite, with support available when needed.

What we are looking for

We are looking for someone who is:

- Friendly, approachable and confident when communicating with others
- Organised and able to manage a range of tasks
- Reliable and able to commit to regular volunteering
- Comfortable using a computer, email and Microsoft Outlook, or willing to learn
- Able to work independently while also being part of a team
- Professional and respectful when dealing with staff, service users and visitors

- Calm and patient when dealing with people who may be distressed or require additional support
- Willing to ask questions and learn new skills

Previous administration or reception experience would be helpful but is not essential.

We are more interested in finding someone who is reliable, friendly, willing to learn and committed to making a positive contribution.

What we offer

Allkind volunteers receive:

- A friendly and supportive induction
- Ongoing support and regular check-ins
- Opportunities to develop administration, reception and customer service skills
- Training and development opportunities where appropriate
- The opportunity to gain experience within a mental health and wellbeing charity
- The opportunity to meet and work alongside a friendly and passionate team
- £6 per volunteering day towards lunch, on production of receipts
- Opportunities to attend Allkind organisational events and functions

Why volunteer with Allkind?

Volunteering with Allkind is an opportunity to make a practical contribution to a charity supporting mental health and wellbeing, while developing useful skills and experience.

Whether you are looking to build your confidence, gain experience in an office environment, develop your administration skills or simply want to give your time to a worthwhile cause, we'd love to hear from you.

Interested?

For further information about the role, please contact:

Isaac Omoruyi - Office Manager

Email: loromoruyi@allkind.org.uk

