



Welcome Desk Volunteer

About the role

As a welcome desk volunteer, you will be the welcoming face of Magpas Air Ambulance at our exciting new base in Alconbury Weald. You will greet visitors at the centre, addressing any needs whilst giving exceptional customer service. You will contact relevant staff members when appropriate and signpost people into our visitor centre experience. In between greeting guests, you may be taking enquiries, processing the sale of merchandise, taking and counting donations or assisting us with other essential administration tasks.

About Magpas Air Ambulance

Magpas Air Ambulance provides the very best pre-hospital emergency care, in the air or on land, including treatments usually only available in hospital. Operating 24/7, we answer on average four calls for help a day, treating around 900 patients in life-threatening emergencies every year.

Magpas Air Ambulance serves the communities of Cambridgeshire, Bedfordshire and across the East of England and is dispatched by both the East of England and the East Midlands Ambulance Service Trusts—caring for a population of over 10 million.

Our advanced medical team combines the skills of a senior doctor and critical care paramedic on every shift. All members of the team are specially trained in Pre-Hospital Emergency Medicine (PHEM), and support the ambulance service by bringing advanced medical care directly to their patients' side when time is of the essence.

We receive no regular state funding and rely on generous public donations to continue saving lives.

What to expect from us

- Regular support and advice from our staff team
- Expenses covered in line with our volunteer policy
- On-the-job training specific to your role
- Events where you can meet other volunteers and share ideas
- Impressive skills to add to your CV and a reference if/when you need it
- The opportunity to meet a network of like-minded people
- We are an equal opportunity organisation and welcome volunteers with diverse abilities

As well as joining the Magpas Air Ambulance family, you will make new friends and be an important connection within your community representing the work of a lifesaving team.

With you, we save lives

magpas.org.uk

What's expected from you

As a welcome desk volunteer, you will be expected to:

- Represent Magpas Air Ambulance in a respectful and friendly manner
- Understand the work of Magpas Air Ambulance to secure basic knowledge and enthusiasm for our service
- Wear your Magpas Air Ambulance ID badge while volunteering, ensuring it's visible at all times
- Greet visitors, delivering exceptional customer service assistance and providing an overall welcoming environment
- Address visitor questions and needs both over the phone and face-to-face
- Have good communication skills and be able to work with other volunteers and staff as part of a team
- Have an eye for detail and a flexible attitude
- Have a good understanding of computers (Microsoft Office) or the willingness to learn
- Process payments
- Support various administrative duties
- Follow all Magpas Air Ambulance policies and procedures, including reporting any accidents and incidents
- Recognise, respond to, and report any safeguarding issues or concerns

Time commitment

Give as much as you feel! It is easy to volunteer with Magpas Air Ambulance and we don't look for minimum commitments, but we love it if you keep coming back! An average visitor centre volunteer receptionist slot is four hours.

Location

This role will be based at our new airbase and HQ: **Magpas Air Ambulance, Barnwell Road, Enterprise Campus, Alconbury Weald, Huntingdon, PE28 4YF.**

To apply

Contact us at volunteering@magpas.org.uk or call 01480 371060.

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