



## Role Description

### Receptionist Volunteer

**Title:** Receptionist Volunteer

**Responsible to:** Volunteer Coordinator

**Main Purpose of role:** General receptionist duties and generic admin tasks

**Minimum time commitment:** Minimum of 4 hours per week in one shift. Minimum 3-month commitment.

**Hours:** 9am-1pm and/or 1pm-5pm.

#### Task description

1. To answer general enquiries about HWC on telephone calls
2. To direct phone calls from reception to staff members and volunteers within HWC
3. To provide a warm welcome to women reaching the organization, meet and greet service users (offer tea, etc.)
4. To provide first time service users with the registration, consent and equality forms to complete (answer any queries they may have)
5. To Inform practitioners when service users arrive for service
6. To take messages and update the telephone call log
7. To send emails if urgent
8. To undertake photocopying of forms as required
9. To keep reception, kitchen, bathroom and other areas tidy
10. To put on and empty dishwasher by the end of the day
11. To set the front room ready for the activity to be held the following day
12. To represent HWC in an appropriate manner by adhering to all equality and diversity guidelines
13. To carry out all duties in accordance and complying with HWC policies and procedures working within strict Data protection and Confidentiality guidelines
14. To maintain confidentiality at all times and be sensitive to HWC aims

#### Volunteer profile

Essential:

1. Good customer relations skills
2. Excellent communication skills
3. Confident in answering telephone calls
4. Confident and accurate in taking messages
5. Able to present themselves in a professional manner
6. Basic IT skills

Desirable:

1. DBS