

Volunteer Role Description



Role title: Receptionist and Administrative Volunteer

Location: Cotton Hall, Chester

Department: Marketing and Business Development

Main Contact: Katrina Groves – Volunteer Coordinator

Time Commitment: Weekly shift between the hours of Monday – Friday – 9am-5pm

Purpose of Role:

To assist the smooth running of the reception

Description of Tasks and Responsibilities:

- Be the first point of contact for Save the Family by answering telephone calls, taking messages and connecting callers to the correct person/department
- Meet and greet all visitors and ensure that they go through our signing in system
- Manage internal postal system
- Complete occasional administrative tasks including the logging of requested donations and maintenance tasks
- Additional administrative support may also be required at busy times
- Commit to at least 6 months volunteering in the role

Required Skills/Qualifications:

- Confident, polite, professional friendly and helpful
- Computer literate
- Enjoy interacting with a variety of people
- Confident on the telephone
- Outgoing personality
- Organised
- Able to work showing initiative, have the ability to maintain confidentiality and experience of Safeguarding
- DBS check required

Please contact Katrina on katrina.groves@savethefamily.uk.com or 01244 333829 for further details about this role and to request an application form