



# Reception Volunteer Role

**Location:**

Dalgarno Trust, 1 Webb Close, Dalgarno Way, W10 5QB

**Responsible to:**

Volunteer Coordinator

**Hours of work:**

2 – 4 hours per week

To be the first port of call for all visitors, answer the door and phone, take messages and carry out basic administrative tasks. Provide telephone and reception service and general admin support such as photocopying and filing.

**Purpose of the role:**

- Welcoming visitors to the centre
- Answering the telephone, transferring calls and taking messages
- Ensuring that all visitors sign in and out of the center, alerting staff to the arrival of a visitor
- Taking messages and ensuring information gets passed to the relevant member of staff
- Distributing incoming post
- Ensure reception area is clean and tidy
- Keeping the leaflet area tidy
- Any other admin duties required to ensure the smooth running of the reception area

**Skills and Attributes:**

- Enthusiastic and motivated
- Patient, friendly and approachable
- Open-minded and proactive
- Clearly spoken and polite
- Confident when dealing with enquiries
- Ability to work on own initiative and without close supervision.
- Ability to keep calm under pressure