

Reception Volunteer RD Template



Registered Charity (if applicable)

Position Title	Reception Volunteer
Location	
Department	
Time Commitment	

Role Description	<p>Providing the first point of contact for visitors. Some administration duties form part of this role.</p> <p>As a volunteer receptionist, you will help ensure a calm, professional, unhurried and welcoming atmosphere prevails to help visitors feel relaxed, secure and confident in our services.</p>
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Key Responsibilities	<ul style="list-style-type: none"> ➤ Meeting and Greeting all visitors ➤ Answering the telephone, dealing with queries and transferring calls to relevant, tenants, staff and departments. ➤ Escorting visitors where necessary ➤ Maintaining a clean, tidy and welcoming reception area ➤ Monitor all staff and visitors sign in and out. ➤ Accept deliveries
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Skills, Qualities and Experience	<p>Skills</p> <ul style="list-style-type: none"> ➤ Enthusiastic and well presented with excellent verbal communication skills ➤ Good administration and organisational skills ➤ Comfortable receiving telephone calls from members of the public and businesses ➤ Flexible and adaptable to a variety of tasks ➤ Understand the need to maintain confidentiality at all times ➤ Ability to positively respond to different situations ➤ Confident with visitors and able to use initiative ➤ Able to work independently as well as part of a team <p>Qualities</p> <ul style="list-style-type: none"> ➤ It helps to have a sense of humour, and to be flexible in your approach to work as this role can be quite varied. The ability to work with a range of people is helpful
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Benefits to you	<ul style="list-style-type: none"> ➤ Opportunity to gain experience of running a reception area ➤ Experience can be added to any CV to strengthen future job applications
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Training	<p>Full training will be given and assistance is always at hand.</p> <p>In-role training.</p>
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Supervising Staff Member	
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Supervisor's Contact Details	
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Volunteer Co-ordinator Contact Details	
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Additional Comments
<p>Insert additional information about the role ie Does it require a DBS check? Are references needed? Must the volunteer complete any induction training before starting? Will they be asked to an informal interview?</p> <p>Other considerations may be: At times, you will handle personal and sensitive information, maintaining confidentiality is therefore essential. Hours for this role are flexible within certain limits but a regular commitment to agreed times is necessary.</p>

About [organisation]
Insert information to sell your organisation

Travel Information
Include information such as bus routes, nearest train station, parking



For more information and an application form, please contact Trisha Napier

Name of Organisation

Address

Telephone :

Contact: [email](#)

website: