



ROLE PROFILE

RECEPTION VOLUNTEER

Helen & Douglas House offers respite and end of life care to families who have a child with a life limiting condition.

The reception is the main point of contact for families, deliveries, and queries from Monday to Friday, 9am to 4pm.

RESPONSIBILITIES

- To answer and direct in-coming calls to the appropriate area.
- Greeting families, visitors, suppliers, and enquirers.
- Assisting with basic administration as required.
- Ensuring and maintaining a high standard of organisation and presentation in the reception area.

TIME COMMITMENT

- Ad hoc shift cover, mornings and/or afternoons, when regular team members are away. Shifts run from 9am to 12.30pm in the morning and from 12.30pm to 4pm in the afternoon.
- At least one year's commitment to the role.

EXPERIENCE & TRAINING

- Full reception training will be provided, and a small number of online organisational training modules will also need to be completed.

QUALITIES REQUIRED

- The ability to keep calm in busy situations and to multi-task when necessary is very useful.
- While no previous experience is necessary, personal confidence with people, both face-to-face and on the phone, would be helpful.

BENEFITS

- Working as part of a fantastic team, and the opportunity to meet a variety of people.
- Complimentary lunch and beverages.
- A huge sense of satisfaction in knowing you are helping others and making a difference.
- Reasonable travel expenses