

Volunteer Receptionist



PARENTS AND CHILDREN TOGETHER

Role Description

Reports to: Facilities Officer

Based: Reading

Days/Hours: Monday – Friday, 9.30 am – 3.00 pm

The Role

This role is one of the main points of contact for all visitors, a true ambassador for PACT. The volunteer receptionist will provide a professional, warm, friendly and efficient reception service at PACT's Head Office, No.7 Southern Court, Reading.

Key Tasks

<input type="radio"/>	Checking the answer phone and promptly relaying any messages to the relevant person
<input type="radio"/>	Ensure that visitors are welcomed in a calm, professional and warm manner. Answering or seeking the answers to any questions. Letting staff know that their visitors are in reception. Making drinks where necessary
<input type="radio"/>	Answering all general telephone calls, passing on messages or queries, transferring calls to the relevant person
<input type="radio"/>	Sign for adhoc post and parcels throughout the day and letting staff know of its arrival
<input type="radio"/>	Opening and logging the daily post and allocating it to the relevant person's sling or letting the person know
<input type="radio"/>	Administrative tasks on an adhoc basis including filing and scanning of documents

Person Specification

Essential Attributes	
<input type="checkbox"/>	IT skills including Office: email, internet, the production of documents in Word and Excel and accurate filing
<input type="checkbox"/>	Excellent telephone manner, face to face communication and interpersonal skills
<input type="checkbox"/>	Organisational skills
<input type="checkbox"/>	The ability to prioritise
<input type="checkbox"/>	Ability to remain calm and flexible under pressure

All volunteers are required to	
<input type="checkbox"/>	Be subject to an enhanced DBS check
<input type="checkbox"/>	Wear their PACT ID badge
<input type="checkbox"/>	Adhere to and sign PACT's confidentiality and safeguarding policies
<input type="checkbox"/>	Undertake a full induction and training

Boundaries of role:

Volunteers should not offer personal opinion, recommendations or guidance to visitors regarding their cases or personal circumstances.

Volunteers should adhere to all health and safety and safeguarding policies whilst on site.

Volunteers should immediately report any health and safety and safeguarding issues to a staff member.

Notify the Facilities Officer within a reasonable time frame if unable to attend.

Supervision:

Supervisions will be monthly.

What PACT offers in return for your time, dedication, enthusiasm and skills:

- Training
- Learning and development opportunities
- Comprehensive induction
- Regular supervision, support and feedback
- Valuable work experience with an award winning and highly respected organisation
- Bi-annual social events for volunteers
- Travel expenses

Volunteer Receptionist Role Description

Office use only:

Resources: Desktop and landphone.

IT access: Volunteer receptionist password.