



Volunteer Receptionist: Role Description

Volunteer Title: Assistant Receptionist

Major Objective of Project: To assist with the facilitation of the operation of the Brockwell Centre, Pelton Fell. Ensuring that proper procedures are observed and service users are received in a friendly and professional manner. Enhancing the services provided by the organisation through assisting with office duties.

Volunteer Responsibilities:

- To assist in the running of the Brockwell Centre
- To communicate with Community Partnership Manager and other staff and volunteers about daily duties
- To observe standard centre procedures and observe general health & safety and rules of conduct
- To operate in a professional manner when answering telephone and/or greeting service users
- To carefully use office equipment on which you have received training
- To assist with routine office duties such as mailings, filing, inventories and photocopying as necessary

Training:

- To participate in support/information meetings and one to one supervision meetings
- Attend relevant training courses/workshops

Time Commitment: From 2 to 8 hours per week.

Location: The Brockwell Centre, Pelton Fell, DH2 2NH

Days: Thursday, Friday, Saturday.

Supervision: Direct supervision will be given by the Community Partnership Manager.

Benefits: Development of team and leadership skills, taking part in fun activities, accessing training to further personal development, meeting a challenge.

For more information contact Simeon on 0191 389 3399 or email simeon@peltonfell.org.uk