

VOLUNTEER PROFILE: HOPE CENTRE RECEPTIONIST

VOLUNTEER ROLE DETAILS:

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| Volunteer Role | Hope Centre Reception | Project Day | Monday-Friday |
| Direct Line Manager | Sheba Kaiser | Time | 8am – 6pm |

VOLUNTEER ROLE SUMMARY:

The Hope Centre is a Community Hub for people during the week, and, having many businesses and projects within the building, our reception is the central point from which clients, visitors, staff and volunteers are connected to appropriate services, departments or projects. In addition to greeting everyone on arrival and answering the telephone, the reception is the 'face' of the Hope Centre, representing all our different projects and departments. Therefore, in addition to good customer service skills, creating and maintaining a warm, friendly and welcoming atmosphere that has people at its heart is fundamental to the role of the Hope Centre receptionist.

SPECIFIC ROLE REQUIREMENTS:

- Welcoming clients, visitors, staff and volunteers into the building.
- Answering the telephone and responding to enquiries.
- General housekeeping duties, eg., keeping the reception area clean and tidy.
- Accepting parcels and deliveries
- Working collaboratively and supportively with other departments and projects in the Hope Centre, including assisting departments and projects with administrative tasks
- Building and sustaining positive relationships with all individuals and families, clients and customers accessing services or support within the building.
- Being a friendly face and a listening ear
- Reporting health and safety and safeguarding concerns to the Line Manager
- Adhering to relevant policies, procedures and risk assessments
- Observing confidentiality and data privacy

SKILLS / ABILITIES:

- Good listening skills and communicates effectively
- Ability to learn about the range of projects and the services within the Hope Centre.

COMPETENCIES / BEHAVIOURS:

- Empathetic, friendly and approachable
- Enthusiastic and motivated
- Clean appearance and good personal hygiene
- Punctual and reliable
- Flexible and works well with others
- Heart to see people flourish
- Ensure that your language and behaviour, and the working environment you create is non-threatening and non-discriminatory so as to preserve dignity and respect for all, regardless of race, religion, sex, sexuality, marital status, age, employment status, political persuasion, mental or physical health, or criminal convictions.