

Volunteer Receptionist

Role Description



Team	The wonderful reception team
Location	Russell House, Fell Greave Road, Huddersfield, HD2 1NH
Time commitment	Minimum of 4 hours per shift (flexible)
Minimum Age	18 +
Expenses	Yes
DBS Required	Yes
Lateral Flow Required Test	Yes

We are looking for volunteers who strive to be brilliant – it's not just money that keeps the cogs turning here at Forget Me Not, it's the gift of time from our fantastic army of volunteers.

Who will show me what to do?

A member of our Reception Team will show you the ropes; and give you all the support you need to get the most value from your time.

What will I be doing?

You will cover the reception role during the absence of a member of our regular volunteer reception team. This is a key role within the Hospice. You will be the first point of contact for children and families who visit Russell House as well as for supporters, contractors and visiting care professionals. You will help us to create a warm and welcoming atmosphere while maintaining our expected level of security and confidentiality. Your main responsibilities will be:

- Greeting visitors in a caring and empathetic manner
- Managing visitors' signing in and car parking
- Taking accurate messages and forwarding these using our internal telephone and email systems
- Giving up to date and accurate information to callers and visitors
- Receiving and making telephone calls
- Receiving donations and promoting our Gift Aid scheme
- Handling cash, giving receipts and recording donor details
- Handling incoming and outgoing post
- Keeping the reception area tidy and making sure that up to date and relevant publicity materials are displayed
- Basic clerical and data entry tasks

How many hours will I work?

Reception is open from 9am – 5pm, Monday to Friday. We have shifts from 9am-1pm OR 1pm-5pm. We're particularly in need of volunteers on Monday and Friday afternoons.

Do I need any skills/experience?

You need to have a calm, caring approach and be comfortable talking to people of all ages both in person and on the telephone. Following training you need to be able to use an internal telephone system and be a confident user of email.

This hospice-based role will require you to have a satisfactory DBS (Disclosure and Barring Service) criminal record check.

All our volunteers are encouraged to attend training and volunteer meetings whenever possible.

As a volunteer you will be a representative of Forget Me Not Children's Hospice. As such we are looking for people who are well presented, polite and to give a positive message about the work of the charity.

For further information please visit www.forgetmenotchild.co.uk or contact Jane, Reception Co-ordinator on 01484 411 040 or email volunteers@forgetmenotchild.co.uk.