

**Volunteer Role Description - Reception**

**Please note due to the sensitive nature of the work Access NI checks will be carried out for all volunteers.**

**Purpose**

As the first person visitors and guests see, you will set the tone for Clare Lodge and SVP. Therefore, we are looking for someone with excellent interpersonal skills and a warm demeanour. Along with making guests and visitors feel welcome, you will also be responsible for managing incoming calls, taking messages and basic administrative tasks.

**Specific Tasks and Duties**

* To adhere to all policies and procedures including Health and Safety.
* To maintain confidentiality in relation to all aspects of the Centre’s operations.
* To provide consistently high standards of visitor care at all times when welcoming visitors to the centre
* To refer any issues or complaints from customers to management according to agreed protocols.
* To participate in training and development activities as required.
* To take care of equipment and report any breakages, faults or necessary repairs to management

**Skills**

No specific skills required but it would be helpful to have volunteers who have;

* A pragmatic and common sense approach.
* Good communication skills; verbal and written including an ability to understand, speak and write in English proficiently.
* An excellent approach to customer service.
* An engaging, empathetic and approachable personality.

**Location**

Clare Lodge Centre

3 Castle Place

Newcastle

Co. Down

BT33 0AB

**Support and Training**

* You will be offered training in line with SVP policies.
* An experienced member of staff will give full training and demonstrations for each task.

**Resources**

* Out of pocket expenses.

**Commitment**

* The role is flexible to suit those of you who have busy lives. You can decide how much time to spend volunteering

**Accountability**

* You will be accountable to the manager/supervisor on duty on any given day.