



# Volunteer Role Description

## Receptionist

<b>Responsible To</b>	Business Support Team
<b>Time Commitment</b>	Our office is open from 9.00am to 5.00pm, Monday to Friday, therefore any time you can give between these hours

### **Role Summary**

We require someone to support the Business Support Team, to be the first point of contact within the organisation.

### **Tasks and Activities to be undertaken**

You would be required to take telephone calls, transfers calls, meet and greet visitors to the organisation, give general information and advice, signpost to partner organisations and complete relevant paperwork.

You may also be asked to complete some administrative tasks such as handling post, typing, photocopying etc.

### **The benefits to you**

- Opportunities to meet new people
- Opportunity to develop your confidence
- The satisfaction of knowing you will be making a difference to the lives of families who have children and young people with SEND
- Reimbursement of out-of-pocket expenses
- Resources and ongoing support
- Develop new skills
- Valuable experience that you can add to your CV

### **Skills, personal qualities and experience you need for this role**

- A professional, friendly and outgoing manner
- Ability to work on own initiative
- Basic IT skills
- Willingness to learn about the range of our services
- SEND awareness desirable