

Central Services: Reception and Administration Volunteer Role Description

Summary:

To provide a friendly and welcoming atmosphere and ensure that all Carers visiting or phoning the centre are treated with respect and given the appropriate information and support, in accordance with their individual needs. To assist the team with various administration functions.

DBS check required.

Location:

Sutton Carers Centre

Time commitment:

Once a week minimum, as negotiated

Key tasks:

- Provide a welcoming atmosphere and make sure that visitors are comfortable.
- Answering the telephone/taking messages.
- To complete various administration tasks such as; photocopying, making telephone calls, opening post, typing letters and other documents, booking appointments, booking rooms, dealing with outgoing post, processing mailshots, to work on the database, inputting new Carers details as appropriate and other tasks as necessary.

Desired skills and experience:

- Excellent telephone manner friendly, welcoming and efficient.
- To be able to show empathy and understanding to people who may be suffering from stress due to their caring role.
- To provide information in an understandable manner, as well as offering them support.
- To treat everyone in a non-judgemental manner regardless of his or her age, sex, ethnic origin, or religious belief.
- To be able to use a photocopier, word processing and other IT applications.
- Willingness to undertake mandatory training courses.
- The ability to function as part of a team with volunteer and paid staff.
- To work within the Centre's Confidentiality and Equal Opportunity Policies.

What we provide:

- Supervision and support from the Central Services Team Manager.
- Specific training when required.
- Reimbursement for travel expenses.
- References can be provided after 6 months of volunteering.

Sutton Carers Centre is a company Limited by Guarantee with Charitable Status Registered Company Number 3353573, Registered Charity Number 1062302.