

# VOLUNTEER RECEPTIONIST

## KEY RESPONSIBILITIES

This is an exciting opportunity to support The Lenton Centre with welcoming visitors and members. Duties include:

- Welcoming visitors and service users.
- Answering telephone calls and redirecting them to appropriate staff members, taking messages when necessary.
- Taking bookings for rooms and activities, by email, telephone, and in person, and entering bookings into the diary system.
- Operating the till and taking payments for activities, room bookings, and goods.
- Signing up new members and taking payments.
- Providing general administration support, including photocopying, filing, collating fact sheets, and booklets, and assisting with mailings, publicity, and events.
- Maintaining confidentiality and complying with policies and procedures.
- Willingness to undertake additional duties and training as reasonably requested.

## SKILLS AND EXPERIENCE

You do not need specific skills and experience as training will be provided, but the following will be useful:

- Ability to work independently and without close supervision.
- Friendly and welcoming manner.
- Good communication skills.
- Methodical approach to tasks.
- Proficient in Microsoft Office and general IT skills.
- Understanding of confidentiality.

## WHAT WILL YOU GAIN FROM THIS OPPORTUNITY?

- Comprehensive induction, training, and ongoing support.
- Valuable experience for those seeking a career in office administration.
- Learn about working in the charity, leisure, and community development sectors.
- Experience of networking with diverse user groups and community organisations.
- Being part of a friendly and diverse team.
- We can be a reference for you.
- We can mentor you if you will find that useful.

## YOUNG PEOPLE AND THIS ROLE

We are proud of having a diverse volunteer base made up of people from different backgrounds and ages. The minimum age for this role is 16 years old.

## LEARNING OPPORTUNITIES

We will provide you with ongoing support and training throughout your volunteering, including:

- Full induction
- Health and Safety
- Safeguarding
- Data Protection and compliance.