

# Volunteer Receptionist

## Role Description

**Role title:** Volunteer Receptionist

**Accountable to:** Volunteer & Support Services Manager

**Reports to:** Receptionist & Support Services Assistant

**Hours:** 1pm – 5pm, Monday - Friday  
Days as agreed

**Location:** Blythe House Hospice

**Purpose of the Role:** To provide a competent and welcoming reception service for clients, staff, volunteers and visitors, while maintaining confidentiality at all times; give support to appropriate administrative activities e.g. helping to prepare leaflets, mailings.

### Tasks:

- Welcome clients when they arrive at Blythe House; take or return their coats, and help to make them feel comfortable
- Greet visitors, staff and volunteers promptly and deal with their requests and enquiries efficiently; contact the person they have come to see
- Answer the telephone and deal with calls efficiently, using voicemail where practical and appropriate; take detailed and accurate messages where necessary and ensure that they reach the appropriate person at the earliest opportunity
- Ensure that everyone coming into or leaving the building completes the signing-in sheets
- Be aware of staff whereabouts and availability by reference to the weekly location sheets and signing-in sheet
- Maintain an appropriate and good working knowledge of the full names and roles of all staff and volunteers; the layout of the building; forthcoming events and activities organised for, or by, Blythe House
- Carry out administrative activities where appropriate
- Keep the desk and reception area tidy and welcoming
- Maintain confidentiality at all times
- Wear an identification badge and appropriate clothing while on duty
- Participate in training as required
- Comply with all relevant Blythe House policies and procedures

### Qualities and Skills required:

- Excellent telephone manner
- Good interpersonal and communication skills
- Ability to work on own initiative
- A friendly, helpful and polite attitude
- A calm, sensitive and understanding attitude
- A smart appearance

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**Training:**

- Full training will be provided; this will include working with experienced volunteers and staff for at least two sessions
- All receptionists are required to follow the principles and best practice guidelines in the 'Guidelines for Volunteer Receptionists' handbook (*under redevelopment*)
- Training in specific areas such as communication skills and confidentiality will be available at regular intervals

**Expenses:**

Blythe House may, in some circumstances, offer a reimbursement of reasonable expenses that are incurred through undertaking a volunteer role. Please contact the Volunteer & Support Services Manager for more information.

July 2013