

## VOLUNTEER ROLE DESCRIPTION

<b>Role Title</b>	Volunteer Receptionist – Ann Robertson Centre
<b>Location</b>	Ann Robertson Centre, London Rd, Canterbury, CT2 8HQ
<b>Days/Hours</b>	Flexible, opportunities exist between Monday and Friday and from 8.30am until 3.30pm, or part of a day. Actual attendance times to be agreed
<b>Responsible To</b>	Education & Training Administrators

### PURPOSE OF THE ROLE

As a Volunteer Receptionist you will be that first port of contact and an information point for visitors to the Ann Robertson Centre. You will also support the smooth running of the Ann Robertson Centre (ARC) by meeting and greeting customers and keeping our Welcome Room clean and tidy.

The ARC is Pilgrims Hospices' dedicated Education and Training Centre. It is used both for the internal training of our own staff and volunteers and the rooms and facilities are also rented out to external organisations for meetings/training in order to generate income for the provision of care. ARC volunteers are essential in the day-to-day running of the Centre in support of the Education & Training team, what also helps to generate much needed income for the charity.

### KEY DUTIES AND RESPONSIBILITIES

- ◇ To welcome all customers in a polite, courteous and professional manner
- ◇ Direct visitors and delegates to rooms and facilities
- ◇ Assist with setting up/reorganising training rooms;
- ◇ Assist with setting up/clearing away lunches;
- ◇ Support clearing up the Welcome Room and kitchen;
- ◇ Re-stock tea/coffee machines;
- ◇ Handle money (collecting payment for sandwich menu/counting the donation tin contributions).
- ◇ Train and support new volunteers

### KEY EXPERIENCE, SKILLS & ATTRIBUTES

- ◇ Committed to the ethos of the charity, being a positive and proactive representative of Pilgrims Hospices
- ◇ Good communication and interpersonal skills
- ◇ Able to work as part of a team
- ◇ Flexible with the ability to multi-task
- ◇ Conscientious and committed to providing a high quality service
- ◇ Smart appearance, reliable, motivated and enthusiastic
- ◇ Pleasant and approachable with a positive attitude
- ◇ Accept supervision and guidance from staff as appropriate
- ◇ Respectful of others and their diversity

### ESSENTIAL TRAINING REQUIREMENTS

- ◇ Core induction training programme
- ◇ Role specific training
- ◇ Shadow Shifts
- ◇ Any other statutory and mandatory training considered relevant to the role

### WHAT WE OFFER

- ◇ A friendly environment in which to volunteer
- ◇ An opportunity to make a positive difference within your community
- ◇ A chance to meet new people
- ◇ To be able to use professional skills for the benefit of others
- ◇ A chance to develop your CV