

Receptionist

Volunteer Centre Camden

Description :

The volunteer receptionist is a key person in allowing the organisation to run smoothly and efficiently. They are the first person most people have contact with when contacting us. We need volunteers who can be friendly and helpful.

Duties will include:

- * Assisting clients over the telephone, including people who want to volunteer and organisations looking for volunteers
- * Dealing with email enquiries from the public, member organisations and other general enquiries
- * Sending correspondences
- * Making appointments - using our database programme
- * Post logging and distribution
- * Other general office and reception work
- * Registering new clients on the database
- * Sending emails and post containing information about volunteer roles
- * Meeting and greeting guests to the office

The reception team support staff and volunteers by transferring calls and taking messages, assisting with admin tasks and helping the office to run effectively.

We would like reception volunteers to commit to 1 day per week. There is scope for volunteers to take on additional responsibilities.

Anyone interested in this role is invited to join us to find out more at our recruitment session on 30th January, which will be held at our office at 10am until about 11.30am. This is a chance for us to meet you, and for you to find out about the role.

Organisation Description :

The Volunteer Centre Camden (VCC) aims to promote and develop volunteering in Camden. We provide information, advice and support to individuals wishing to become volunteers, or to organisations wishing to involve volunteers in their work.

We have a number of projects including:

- * Brokerage service to match organisations with people interested in volunteering
- * Hands on! project to support people with mental health issues to be volunteers
- * Outreach project to promote volunteering to under represented communities
- * Support to organisations such as training and guidance regarding volunteer management
- * Promoting volunteering

* Promoting being a trustee as a volunteering opportunity

When Required :

Mon Day Wed AM/PM Thurs AM/PM
Commitment: Full Time, Part Time

Areas of Interest :

Types of Activity :

Administration, General and Helping, Under 16 Volunteering

Skills and Qualifications :

No qualifications or experience is needed, but you will need to have:

- * Basic computer skills (be able to send and receive emails, opening and saving documents such as word files)
- * Basic Literacy (to write emails)
- * Good listening skills (to identify who people calling the office should talk to)
- * A clear speaking voice
- * An ability to remain calm under pressure
- * An understanding of confidentiality
- * An ability to work as part of a team

Additional/Specific Suitabilities :

16-17 year olds, 18-25 year olds

Age/Gender Restrictions:	14+.
Disabled Access:	Yes.
Equal Opportunities Policy:	Yes.
Expenses:	Travel, lunch if worked over four hours.
Induction:	Yes.
Insurance Cover:	Yes.
Is there anyone who would NOT be appropriate?:	no, provided basic level of skills outlined.
Training:	In-house training. Induction training will include; how to use our computer system, how to respond to telephone and e-mail enquiries.
Last Updated:	10/07/10

Directions :

Bus: 134, 214, 46, C2

Tube: Kentish Town (Northern Line - High Barnet branch)

Rail: Kentish Town (Thameslink), Kentish Town West (Silverlink)

Recruitment Method :

Informal Discussion, Interviews, Trial Period

Contact Information :

Contact:

Hayley Watts

2 Grafton Yard

London

Greater London

NW5 2ND

Tel: 020 7424 9990

Email:

info@volunteercentrecamden.org.uk

Web:

www.volunteercentrecamden.org.uk

Alternatively contact:

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Details valid from Wed Dec 2011 to Wed Feb 2012