

## Job Description

Job Title:	Volunteer Receptionist
Location:	187a Baker Street, Enfield, EN1 3JT
Hours:	4 hours minimum per week (9am-1pm or 1pm to 5pm)
Responsible to:	Services manager

### Purpose

To act as the first point of contact for visitors to The Nightingale Centre and to work in a team of volunteers to staff the reception area and front desk.

### Job Summary

Responsible for greeting all visitors to the centre and signing in and directing individuals to their appropriate appointments. Volunteer Receptionists are the public face of the charity within the centre and therefore must have good interpersonal skills, project the correct image and dress appropriately for the position.

### Tasks and Responsibilities:

- Staff the front desk during regular opening hours of 9am – 5pm. Help may also be required during specially extended opening, such as evenings
- Make refreshments if required
- Greet, sign-in and direct all clients who attend for treatment
- Manage all walk-in requests for information whilst on duty in a friendly and professional manner, including taking messages and passing them on to the appropriate staff members
- Record all information about every walk-in request
- Record any sales of merchandise and keep funds in a secure money box
- Check incoming post and ensuring this is placed in the correct in-trays for relevant staff
- Accept parcel deliveries and inform the relevant recipient of their arrival
- Keep the desk and reception area clean, tidy and well stocked. Notifying the appropriate team when stocks become low
- Adhere to The Nightingale confidentiality policy
- Maintain and continuously improve knowledge and skills so as to be able to handle queries effectively
- Monitor the general safety and well being of those entering the premises, ensuring fire exits are not blocked and all areas are freely accessible for wheelchairs. Report any breaches to a member of The Nightingale staff
- Carry out other tasks on an ad-hoc basis as requested

### Applicants must:

- Be 18 years of age or over
- Have experience of working in an office/reception environment
- Have good communication skills and the ability to prioritise and plan agreed activities
- Have the ability to maintain accurate and effective records
- Be able to work within a small team or on own initiative

- Have a smart appearance

**Volunteers must report to their relevant charity representative prior to starting their shift.**