

Title: Reception Support Volunteer

Responsible to: Receptionists and Head of People

Location: Trenmar Gardens, Kensal Green NW10 6BJ

Overview

Mayhew is seeking a reliable, conscientious and welcoming Reception Volunteer to help assist our main reception with ensuring that all visitors and enquiries to Mayhew are dealt with professionally.

Main Duties

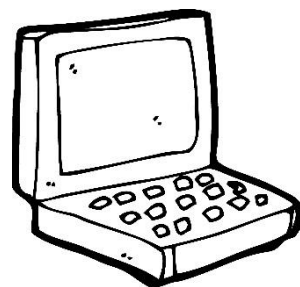
- To answer telephone calls and advise the caller or transfer to the relevant department
- To advise visitors of our services
- To take any telephone messages and either call back or forward to the correct department and pass on messages
- To promote sales of Mayhew merchandise to visitors where appropriate and operate tills and sales

Reasonable Expectations

- One 4 hour shift per week on the same day
- 1 year of volunteering as this will be beneficial for both the volunteer and Mayhew. Please note, a volunteer can leave at any time
- Available shifts - **Friday PM** (1pm-5pm)

Desirable Experience

- Excellent telephone manner and communication skills
- Ability to work well under pressure and follow instructions
- Ability to uphold a non-judgmental attitude towards members of the public
- A commitment to the work of Mayhew and our policies and ethics
- Good computer skills desirable, although specific training will be provided



Environment and Physical Requirements

This role involves administration/customer service-based tasks in an indoor reception environment. Applicants should be able to use computers/phones and confidently speak to members of the public.

Dress Code

Applicants should wear a volunteer t-shirt (provided) for this role, closed toe shoes and minimal jewellery.

Personal and Professional Development

- I.T. skills gained with training provided
- Teamwork, timekeeping, organisation skills gained/improved
- Opportunity to meet new people with similar interests
- Gain more confidence in the workplace
- Become involved in the community
- Apply personal skills and experiences to help in a positive way
- Volunteers are provided with a reference at the end of their volunteer role



[Click To Apply!](#)



