

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.

Please note, we are only able to accept applications from those who are over 18 years of age.

Main Duties

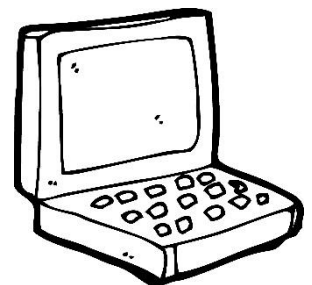
- To answer telephone calls and advise the caller or transfer to the relevant department
- To advise visitors of our services
- To take any telephone messages and either call back or forward to the correct department and pass on messages
- To promote sales of Mayhew merchandise to visitors where appropriate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

Reasonable Expectations

- One 4 hour shift per week on the same day
- There is no length of time commitment, however, the longer you volunteer with Mayhew the more you will learn and the more beneficial it will be for us as a charity. Please note a volunteer can stop volunteering at any time

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



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