



Volunteer Role Description

Role title: Fundraising Reception Volunteer
Responsible to: Head of Fundraising
Supported by: Fundraising Team

St Leonard's Hospice provides care and support for local people with life limiting illnesses. The Fundraising Reception is located in the Fundraising Department, and plays a vital role in taking care of supporters who make vital donations which help make Hospice care possible.

As receptionist, you will be welcoming visitors to the fundraising department and providing support to the team through handling phone calls and providing receipts for donations. You will also input data and carry out general administrative duties, where able.

When am I needed?

Fundraising Reception time are **Monday to Friday, 8.30 - 4.30pm (flexible)**. Shifts can be split and arranged on a rota basis weekly/fortnightly.

Training, coaching, and ongoing support will be provided in order to build and develop existing skills that you may already have.

It is hoped that, due to the amount of training provided, the volunteer will commit to volunteering over a long-term. It is possible to volunteer over a shorter period (for example, an academic term) if the sessions worked are frequent e.g. several days per week.

What will I be doing?

This role will be adapted to your skill level:

- Making and receiving calls, aiming to help the supporter without passing on to another team member, if possible
- Receipting donations
- Inputting data
- Assisting with preparation for fundraising events
- Dealing with general enquiries
- Photocopying
- Laminating
- Filing
- General administration duties

What skills and qualities will I need?

- Be accurate and have good attention to detail
- Have the confidence to work on phone-based tasks

- Experience of working in a customer service environment
- Good handwriting, spelling and numeracy
- Empathy and a friendly nature
- Confidence to operate independently
- Ability to maintain the highest levels of confidentiality
- Have a good understanding of personal and professional boundaries

How will I benefit from being a Fundraising Receptionist?

- Be a part of a small, friendly and inclusive team
- Be valued and respected
- Full training and support
- The opportunity to develop your interpersonal and administrative skills
- Experience working in a busy fundraising office

Support and supervision

Reception volunteers report to the Head of Fundraising who, along with the Fundraising Team, will ensure you are provided with full training and offer you support with all aspects of your role. The Volunteer Services Department staff will help with your induction and be your point of contact for general enquiries about volunteering.

Volunteers will be required to complete online training and attend in person meetings where appropriate.

For all Hospice-based volunteering enquiries please contact the Volunteer Services Office on 01904 777765 or email volunteers@stleonardshospice.nhs.uk