

Volunteer Role Description

Role title	Reception & Post Administration Volunteer
Responsible to	Senior Receptionist & Administration Lead
Supported by	Strategic Development Manager, Administrative Assistant

Reception plays an important part in everyone's first impressions of St Leonard's Hospice, and is the hub for the daily activities of the organisation. Our volunteer receptionists support us by warmly welcoming patients, families, guests and visitors to the Hospice as well as handling phone calls, donations and enquiries from patients' relatives and members of the public. The processing of incoming and outgoing post is a key function supporting the Hospice's day to day business whilst ensuring compliance with financial regulations, GDPR and the Charity Governance Code.

When am I needed?

On weekdays, you will cover the lunch period on Reception for one hour between 1.00pm and 2.00pm, process the incoming post for that day in partnership with another colleague, then frank the outgoing post in time for pick up by Royal Mail at 3.00pm. On days when incoming and outgoing post is light, you could assist with general administrative duties before franking the outgoing post.

Post isn't dealt with in the evening or at the weekend but you will be welcome to pick up additional Reception cover should you wish to. Reception needs to be covered on the following times:

Weekdays: 5.00pm – 8.00pm.

Weekends: 9.00am -1.00pm, 1.00pm -5.00pm and 5.00pm – 8.00pm.

Shifts are usually covered on a fortnightly basis but if you would like to come in more frequently please let us know.

What will I be doing?

- Welcoming new patients and their relatives, and all other visitors to the Hospice, in a courteous and friendly manner in accordance with our current Covid guidance
- Answering the telephone efficiently and sensitively, directing calls to the appropriate member of staff and responding to enquiries
- Keeping the reception area well-presented and tidy
- Occasionally processing donations from members of the public
- Opening, processing and distributing incoming post
- Franking outgoing post and preparing for pick up by Royal Mail
- Process purchases through the reception shop

What skills and qualities will I need?

- Ability to maintain the highest levels of confidentiality
- Experience of working in a customer service environment
- Enjoy meeting and dealing with a variety of people
- A clear speaking voice, good hearing and a professional telephone manner
- Good handwriting, spelling and numeracy
- Be empathetic and approachable, with a positive attitude
- Be reliable, flexible and dependable

- Have a good understanding of personal and professional boundaries
- The ability to remain calm under pressure
- The ability to deal with complex, sensitive and emotionally challenging situations.

How will I benefit from being a Reception and Post Administration Volunteer?

- Be part of a friendly and flexible team
- Be valued and respected
- Have full training and support
- The opportunity to develop my interpersonal and administrative skills

Support and Supervision

Reception volunteers report to the Senior Receptionist who will provide you with full training, plan your reception duties, and liaise closely with you over the reception aspects of your role.

Post administration is managed by the Strategic Development Manager who acts as administration lead and who will co-ordinate your reception and post duties. You will be directly supported in your post duties by the Administrative Assistant.

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

Feb 2022