

Reception volunteer

The role

We are looking for individuals who can be the first point of contact to all callers and visitors to Dr Bell's Family Centre and undertake administrative duties. This role will report to the Engagement Officer.

Volunteers need to be non-judgmental, empathetic, reliable, friendly, able to follow instruction and work independently.

Key tasks

- Warmly welcome all visitors, direct them to the appropriate person, service or place within the Centre.
- Answering phone calls in a polite, friendly manner, answering queries, taking messages and transferring calls.
- Maintaining reception area is clean and tidy.
- Assist with basic administration tasks including printing and photo copying.
- Taking payments for crèche.
- Ensuring COVID safety guidance is adhered to.
- Keeping refreshment area stocked and supporting with any cleaning (i.e. tables, chairs, toilet checks)

Specific skills

We are looking for someone with the following skills, knowledge and experience:

Essential:

- Basic level of computing skills.
- Reliable, punctual, honest and well-organised.
- Willing to learn how to use Dr Bell's systems for recording, booking and communicating.
- Ability to follow instructions, as well as health and safety guidelines.
- Ability to work as part of a team and on your own.

Desirable:

- Past experience in admin or reception role (volunteering or paid).

Support and training:

- Any relevant training that may be required will be identified and offered to volunteers.
- All volunteers receive regular support and supervision meetings throughout their time with Dr Bell's.
- All volunteers will receive inductions before starting.

What you will gain from this opportunity

- Volunteers receive relevant training and an induction before starting their role.
- Ongoing support, guidance and monthly supervision meetings throughout your time at Dr Bell's.
- Opportunity to develop communication and other skills, as well as confidence.
- Opportunity to meet new, like-minded people.
- Opportunity to give back to your community and help make a difference.

Availability and commitment

You will need to commit to at least 3 hours on Tuesday morning for up to 10 weeks, at a time and date arranged with the Engagement Officer. If there are any sessions that you can't attend please link with the Engagement Officer.

Other requirements

Volunteers must be at least 18 years old.

Recruitment process:

This position is subject to a Basic Disclosure check and one satisfactory reference.

Application forms to be returned to:

info@dbfc.org.uk

You can also drop your application off at our Centre:

15 Junction Pl, Edinburgh EH6 5JA during 9am – 4pm.