

RECEPTION/ADMIN VOLUNTEER – THE ROLE

This placement creates an ideal opportunity for gaining office experience in a busy community Law Centre whilst also developing existing skills.

The role of the Reception volunteer is to be the first point of contact to clients and visitors to the Law Centre and to provide a welcoming and efficient service to clients. The Reception volunteer would also generally assist other Law Centre workers with administrative tasks.

A professional approach to this work is essential as is the ability to deal with telephone calls and clients in a calm and sensitive manner. Working hours and days can be arranged by mutual agreement, though normal attendance is 9.30am to 5.00pm. Volunteers would be expected to be supportive of the Law Centre's work and of our client's needs. We operate an Equal Opportunities policy to which both paid workers and volunteers are expected to be committed. We have a no smoking policy.

Due to the nature of our work, volunteers will be expected to sign an undertaking of client confidentiality - no information relating to any files or clients may be disclosed to third parties without the express consent both the client and the Law Centre.

Responsible to: Helen Goztas, Legal Triage Coordinator

Reception:

- Speaking with clients and members of the public visiting reception, taking clients details, passing onto caseworker and booking appointments in diary
- Assisting with keeping reception areas tidy, ensuring posters and display information is current, updating forms and referral information at reception
- Recording information on reception use for service monitoring and statistics

Telephone

- Taking clients details and organising interpreters for appointments
- Taking messages when staff unavailable
- Giving general information about Law Centre services
- Directing clients to other agencies, where appropriate

Administration

- Assisting with incoming and outgoing mail
- Photocopying and filing
- Using MS Office applications including Word, Outlook and Excel
- Assisting with other routine admin tasks as necessary
- May also include typing general information and external letters, under supervision

RECEPTION/ADMIN VOLUNTEER – PERSON SPECIFICATION

The person specification details the minimum knowledge or experience for the Reception volunteer position.

Please use this specification when completing your application form, ensuring that you address all of the essential criteria. Our decision on whether you are suitable for a placement is dependent on whether you meet all of the essential criteria.

If you feel you would be able to match the essential criteria but you not have direct working or educational experience, please mention this on your form.

	Skills/Experience	Essential	Desirable
1	Previous office and administrative experience		*
2	High standard of customer service skills and a professional approach towards providing reception and telephone service	*	
3	Computer literacy, preferably using MS Office applications, particularly Word, Excel and Outlook. Ability to learn and improve existing computer skills where necessary	*	
4	Confident manner and good communication skills. Ability to communicate with clients, other professionals and organisations competently	*	
5	Clear legible handwriting. Ability to understand and speak English clearly	*	
6	Ability to deal with clients in a professional manner and manage stressful situations appropriately	*	
7	Commitment to the aims of the Law Centre and to the Law Centre's client group - many of whom are on low income and from a variety of ethnic backgrounds	*	
8	Understanding of the importance of maintaining client confidentiality and willingness to sign confidentiality agreement	*	
9	Ability to speak a community language such as Arabic, Bengali or Somali		*
10	Proactive approach towards ensuring our Equal Opportunities Policy is continually applied in all areas of your work	*	