

Volunteer Administrator/Receptionist Job Description

General Information	
Directorate/Service	Growth and Prosperity, Skills and Employment
Division/Unit	Work Zones
Location	Winsford, Ellesmere Port or Northwich Work Zones
Co-ordinator	Work Zone Co-ordinator
Time Commitment	Minimum of 2 hours per week
Duration	Ongoing

Role Summary
<p>Guided by the Work Zone Co-ordinator, this role requires the holder to undertake a variety of duties from meeting and greeting customers, answering the phone, providing information to users of the Work Zone, assisting with queries and providing administrative support. This support could include typing letters and documents, inputting information, filing or photocopying, for example.</p>

Other Information	
Training and Support	<p>All Volunteer Administrator's/Receptionists will:</p> <ul style="list-style-type: none"> • receive a full induction at the start of their placement • be provided with the information, training and support needed to become an effective volunteer • be supported throughout the duration of their placement by the Work Zone Co-ordinator, and receive regular feedback • will have the opportunity to take various on-line courses relevant to the role • will be invited to attend volunteer events throughout the year • be entitled to claim travel expenses to and from the venue for volunteer employment mentoring sessions
Personal Benefits	<p>Volunteer Employment Mentors will:</p> <ul style="list-style-type: none"> • have the chance to make a genuine contribution to the lives of local residents • learn new and develop existing skills • have the chance to get out, have fun and meet new people • enhance their CV • experience new challenges

Volunteer Administrator/Receptionist Person Specification

Factor	
Skills Required	<ul style="list-style-type: none"> • good communication skills • competent in the use of ICT • patient, friendly and approachable • willing to learn • enthusiastic and motivated • committed to equal opportunities • open-minded and proactive
Essential	<p>The Volunteer must:</p> <ul style="list-style-type: none"> • observe safe working practices and comply with all relevant regulations as stipulated in the volunteer policy • maintain confidentiality of all participants at all times • understand the implications of working for an equal opportunities employer • commit to 2 hours per week on a regular basis • be punctual and reliable • observe the Council's policy on confidentiality and health and safety • have the ability to encourage, motivate and support learners in a friendly and non-judgemental manner • understand and be able to keep appropriate professional boundaries
Training Provided	<p>Volunteer Learning Support Tutors will:</p> <ul style="list-style-type: none"> • receive a full induction at the start of their placement • be supported throughout the duration of their placement by the Work Zone Co-ordinator, and receive regular feedback • have the opportunity to take various on-line courses relevant to the role • be invited to attend volunteer events throughout the year • be entitled to claim travel expenses to and from the venue for volunteer employment mentoring sessions
Additional Information	<ul style="list-style-type: none"> • this role may require a DBS (criminal records check) depending on the placement • two written references will be obtained prior to appointment