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| **Reception Volunteer – Role Description** |
| **Role Description**  There are two receptionists on duty at a time. Each shift is 2 hours' long and the reception desk is manned between the hours of 10 am & 4 pm.  The receptionists need to be able to deal with whoever comes through the door and to greet them appropriately.  There is a main **Friends file** with all the necessary information.  1 Clients for the service providers (booked); some of which operate daily; others only on certain days. Advice has been provided in the following areas: debt, long term unemployment, housing, mental health and a service for those with autism, although the two main occupiers at present will be SAAS (the service for autism) and the Shaw Trust (for the long term unemployed) and working with the officers in the new Work Centre in Lancaster Building.  2 Members of the public asking for Council services. Sometimes it is just a case of redirecting them to the Council offices in Castle House but sometimes questions can be answered and it is also possible to deal with bus pass renewals, brown bin registration and renewal including payment. There is sheet: ‘**Dealing with clients and visitors’**. The Guildhall is the sole place for distribution of food waste bags.  3 Searches can be made on the computer for things like bus timetables and the information printed.  4 Individuals in need and needing help with non-Council services. Referral information is available. N.B. There is a dedicated **Client file.**  5 Individuals interested in the Friends and/or volunteering and given the appropriate information. There are sheets and also a dedicated leaflet.  6 Individuals interested in hiring out the various places in the building. There is information to hand out and briefing info. in the **Friends file.**  7 Members of the public seeking a place of recuperation and the intention is to make it a Place of Welcome. This is acceptable for a short period and conversation can be encouraged.  8 Volunteers are encouraged to know about the history of the building and local area. There is a dedicated display and also a heritage leaflet to hand out. There are also maps of the town centre. |
| **Skills/ Experience needed**  Ease of relating to lots of different types of individual. Ease of listening and responding appropriately. Ability to think quickly in order to respond and to access the relevant information. No qualifications. |
| **Benefits to volunteer**  None in particular apart from gaining skills in dealing with people and computer skills. |
| **Training**  All reception volunteers will receive an induction from the Volunteer Manager and will be given an induction check list to be completed. A volunteer agreement is not required and there is no obligation for a volunteer to continue in the role if they feel uncomfortable, although due notice of at least one week is expected. |
| **Expenses**  Out of pocket expenses are paid (i.e. bus fares of car parking fees)  **Support & involvement**  Volunteers are able to raise issues or concerns with the Volunteer Manager. Their contact details will be made available. The Friends aim to resolve any problems at the earliest possible stage. The aim is to hold regular meetings of Reception volunteers. Volunteers are encouraged to express their views on any aspects of the Friends’ work and to be involved in its development.  **Confidentiality**  Volunteers are bound by the same requirements for confidentiality as employees.  **Data Protection**  Volunteers’ personal data will only be held by the Volunteer Manager and/or one of the officers as appropriate and will not be divulged to any other person.  **Insurance**  The Friends of the Guildhall have full Public Liability Insurance which covers all volunteers on the premises or engaged on Friends’ business.  **Health & Safety**  Reception volunteers are covered by the Support Staffordshire Health and Safety Policy (whilst Support Staffordshire have the lease on the Guildhall); a copy is held in Reception. There is also a separate Friends’ Health & Safety policy, also in Reception.  **Equal Opportunities**  The Friends have an Equal Opportunities, Diversity & Safeguarding Policy and is available in Reception.  **Other information**  The role can be very busy or it can be very quiet so it's always useful to have something else to do such as reading a book. |