

## Volunteer Receptionist

### Role description & Person Specification

#### About us

Possability People is a disability charity based in Brighton & Hove with services across the city and into East and West Sussex. We are a user led organisation that promotes independent living for all and works toward equality by inspiring disabled people to identify barriers and define solutions.

#### What we need

We need volunteers to provide a frontline reception service to building users and Possability People services by answering the telephone and emails, meeting and greeting visitors and processing bookings.

#### Skills you will gain

- ✓ Written communication skills
- ✓ Verbal communication skills
- ✓ Professional phone etiquette
- ✓ Customer service skills
- ✓ Multitasking and prioritising
- ✓ Familiarity with Microsoft Office
- ✓ Problem-solving skills
- ✓ Ability to work under pressure
- ✓ Attention to detail
- ✓ Adaptability

#### What we offer

Before starting with us you will attend a Group Induction Day to familiarise you with our culture, ethos and working practices and to prepare you for your role.

All volunteers have a full induction into the role with ongoing training and support from their volunteer lead, including day-to-day supervision and quarterly one-to-ones. Volunteers are invited to attend team meetings and social events throughout the year.

You will have access to a range of free courses, including confidence building, computer skills, disability equality, customer services, and more.

If you are looking to get back into work, we can offer additional resources and tool kits, whether that's around explaining a health condition to an employer, how to write a brilliant CV, or ways to build your confidence in the workplace; after 6 months we can provide an employment reference for you.

Volunteering for us will give you the opportunity to meet new people and work alongside them to do things which you wouldn't or couldn't do alone e.g. challenging discrimination, reviewing services, delivering training.

Volunteers are made to feel welcome as part of the Possability People Team.

## **Role description**

### **Reception**

- Provide a welcoming and accessible service.
- Manage the smooth running of the Montague House reception; including greeting visitors and staff, booking visitors in and out of the building, and distributing car park permits.
- Handle general administrative tasks such as database entry, filing and correspondence, mail-outs, sending out promotional/publicity material.
- Manage incoming and outgoing post.
- Respond to telephone, email and face-to-face enquiries from the public, volunteers, community groups and staff, referring more complex matters to the appropriate colleague
- Take accurate messages and ensure they are passed to the relevant person.
- Maintain confidentiality on all enquiries received and all information regarding any clients.

### **Shopmobility**

- Take bookings and hire out Shopmobility equipment to customers, using our online booking system. Letting the volunteer drivers know of any collections and deliveries.
- Give instruction to customers on using Shopmobility equipment.
- If appropriate, deliver and/or collect Shopmobility equipment to and from central Brighton locations.

### **General**

- Ensure that the policies and procedures are followed and at all times to recognise the Equal Opportunities policy.
- Attend internal and external training identified in line with role and aspirations.

## Context

This role is based at our Head Office in Kemp Town, Brighton.

Shifts are 9 to 1 or 1 to 5, Monday to Friday. We can usually be flexible with days and times if needed, but a commitment to regular slots each week is essential. We ask for a minimum commitment of 1 shift per week for 6 months.

We are happy to discuss reasonable adjustments with you; for example, changes to shift times, provision of equipment, additional support needs.

This role is supported by our Office Manager or Administrator.

All volunteer appointments are subject to satisfactory references and DBS Clearance.

## Person Specification

We're looking for the following skills, experience, and qualities. Don't worry if you don't meet everything as we can provide training and support.

### Skills and experience

- Ability to commit to a regular and reliable volunteering schedule
- Some experience of office, administrative, or customer-facing work (paid or voluntary)
- Confident and clear telephone communication skills
- Basic computer skills (e.g. email, data entry, Microsoft Office or similar)
- Ability to organise tasks and manage time effectively
- Ability to listen carefully and record or pass on information accurately

### Approach and behaviours

- Able to work in a calm and supportive way, especially when dealing with a range of people and situations
- Positive, respectful and approachable manner
- Able to maintain confidentiality and handle sensitive information appropriately

### Values and commitment

- Commitment to providing a high-quality service for disabled people
- Commitment to equality, diversity, and inclusion, and treating all service users fairly

Name:

Signed:

Date:

**For more information on volunteering with us:**

Web [www.possabilitypeople.org.uk/volunteer](http://www.possabilitypeople.org.uk/volunteer)

Email [volunteer@possabilitypeople.org.uk](mailto:volunteer@possabilitypeople.org.uk)

Phone 01273 89 40 40



**If you would like this document in a different format, please let us know**