

Volunteer Profile – Reception/Administration

Wired is a charity that delivers a range of services in the north west of England and in north Wales that support children, adults and older people to live as independently as possible. Wired's ethos and culture is about empowering people, helping to remove the barriers disadvantaged people face and support the inclusion of all people in society. The charity could not help as many people each year without the support of volunteers.

Main Purpose	<p>To assist Reception/Administration staff in answering the main telephone system and any other admin duties as required.</p> <p>The objective of the role is to provide administrative and clerical support to all Wired staff and to operate the main telephone system of the organisation.</p>
Aim	<p>The aim of the role is to assist Reception/Administration staff in the running of a busy Reception area.</p> <p>Answering of phones, dealing with post, visitors and deliveries and any other admin tasks that can be carried out on Reception subject to confidentiality issues. This would help the rest of the Admin team to carry out duties in other areas, i.e. Room 4.</p> <p>Also be willing to learn new tasks and carry out duties in other offices, i.e. Room 4.</p>
Supported By	Administration Coordinator and other Admin staff.
Based	Upton Office
Time commitment	At least 1 day per week (multiple 1/2 days would be fine). Mondays and Tuesday are particularly busy and therefore would prefer these days.
Essential training	Must have experience of reception/telephone work and of working in office environment. Must be computer literate and have experience of Microsoft office, especially Outlook/Word/Excel.

Responsible to: Administration Coordinator

Agreed Responsibilities

1. Cover Reception area by answering main telephone effectively, transferring calls appropriately and taking clear and concise messages when staff are unavailable and emailing though to relevant person
2. Meeting visitors/clients and ensuring that they are given visitors badges and deal with deliveries of stationery/parcels etc
3. Maintain confidentiality within Wired at all times
4. To accurately record and distribute all incoming mail and faxes
5. To deal with outgoing mail, ensuring mail is allocated to appropriate department and franked with correct postage
6. Provide administration support to all Wired staff
7. Prepare standard letters and documentation as and when required
8. Development and maintenance of databases and spreadsheets for various projects
9. Photocopying a wide range of documentation as and when required
10. Attend staff meetings and undergo any training that may be required to fulfil the role
11. Work to relevant quality mark standards at all times
12. Exhibit a professional, friendly and approachable demeanour to clients, colleagues and other professionals at all times
13. Ensure that attitudes to work behaviour reflect the philosophy of Wired at all times
14. Maintain a sense of humour at all times, especially during times of stress and adversity
15. Other reasonable duties within the office environment

Person specification

For some roles there are essential or desired skills or experience that a volunteer needs to have to be able to undertake the role. This table lists the ones specific to this role.

Skills / Experience	Requirement
Criteria	There are no specific criteria for this role
Knowledge	<ul style="list-style-type: none"> ➤ Knowledge of telephone systems ➤ Knowledge of general administrative and office procedures

Skills	<ul style="list-style-type: none"> ➤ An ability to communicate effectively with a range of people on the phone ➤ Excellent communication skills, both written and verbal ➤ IT literate, with good working knowledge of Outlook, Microsoft Word and Excel, as well as internet search skills ➤ To give support to others and receive support and guidance as required. ➤ Ability to self-manage, as well as fully participate and constructively contribute to the team
Personal Qualities	<ul style="list-style-type: none"> ➤ Professional, courteous attitude and ability to show empathy ➤ A warm and friendly approach. ➤ Ability to establish rapport and co-operative working relationships with people at all levels ➤ Patience ➤ Reliability, dependability, consistency and punctuality. ➤ Non-judgmental approach ➤ To be willing to gain knowledge and experience in the role
Qualifications	<ul style="list-style-type: none"> ➤ ECDL Qualification or equivalent

Record of achievement

Wired will keep a record as you undertake your role of what tasks you have completed to a satisfactory level. You will not be expected to undertake any task without appropriate training being provided. This can be used as a record of achievement whilst undertaking the role and can be provided as part of a reference for any potential employers if you wish.

Achievement	Date completed	Mentor signature
Undertaken telephone calls with clients		
Sorted the post - incoming		
Sorted the post - outgoing		
Undertaken printing of documents		
Undertaken scanning of documents		
Used the fax		