

## Reception & Administrative Volunteer

Name of Team to be placed with:

- **Main reception**
- **Sports & Fitness**
- **Holistics**
- **Childcare**

Tasks to be undertaken:

- **Answer telephone calls and take detailed messages and relay to person/department concerned**
- **Receive and deal with visitors on a one to one basis**
- **Direct visitors to relevant areas (i.e. training/meeting rooms, health, sports, fitness, holistics, childcare, theatre, restaurant etc**
- **Help assist with venue hire enquiries**
- **Process confirmation booking forms for the venue hire team**
- **Cash handling**
- **Adhere with the Peepul Centre's financial guidelines.**
- **Respect confidentiality with required**

Days and hours needed:

- **Variable**
- **8.30am – 9.00pm**
- **7 days a week**
- **Days and times to be agreed in advance**

Qualifications / Experience:

- **Good level of communication skills i.e. IT skills, language skills (gujarati, hindi, punjabi, urdu)**
- **Able to work in a team**
- **Able to use own initiative**
- **Basic level of numeracy/literacy skills required**
- **Able to understand and meet customers needs/demands**

- **When required support the venue hire team with moving of furniture/equipment and set up rooms in the format required (training/support provided)**

Training:

- **Manual handling training**
- **Induction on health and safety**
- **Different room set ups when supporting the venue hire team**
- **Customer service skills (going that extra mile)**
- **Equipment set up (laptops, OHP, data projectors)**