




Volunteer Role Description

Role Title:	Receptionist
Location:	Ipswich Day Opportunities
Day/Time required:	Monday to Friday, 9.15am to 3.30pm (Days / times are flexible)
Manager:	Lyndsay Murty.
Organisation overview:	Papworth Trust is a leading disability charity. Our vision is a world where disabled people are seen for what they can do, and our mission is for disabled people to have equality, choice and independence.
Service overview:	<p>We offer a rich and diverse programme of recreational, learning and employment opportunities from our centre's facilities in Ipswich and the wider communities of Suffolk.</p> <p>Situated close to the town centre, we benefit from excellent links to local transport and neighbouring community projects.</p> <p>We're a super friendly and welcoming service with enthusiastic, skilled and experienced staff and volunteers who support individuals to achieve their personal goals and aspirations.</p>
Description of role:	Reliable, patient and enthusiastic with good people and communication skills. Able to greet visitors and customers in a friendly way.
Key tasks:	<ul style="list-style-type: none"> • Greeting customers & visitors. • Handling queries via phone and face-to-face • Transferring calls as necessary. • Taking and ensuring messages are passed to the appropriate staff member in time. • Shredding. <p>INCLUDE THE FOLLOWING TEXT IF THE ROLE INVOLVES CHILDREN OR DISABLED PEOPLE UP TO 25 YEARS OF AGE: Volunteers will not be engaged in "Regulated Activity" as defined by Schedule 4 to the Safeguarding Vulnerable Groups Act 2006 (as amended). This includes assisting</p>

	people with personal or health care, and undertaking activities with children that are not supervised by staff.
Personal qualities required:	<p>Within this role you will need to:</p> <ul style="list-style-type: none"> • Have a supportive nature. • Be friendly, patient and kind. • Take a calm measured approach to role. • Be a good communicator
Benefits of volunteering:	<ul style="list-style-type: none"> • Become part of a passionate and supportive team. • Help make a real difference to the lives of disabled and disadvantaged people. • Gain new experiences and develop skills and confidence. • Meet new people. • Spend your time doing something that is worthwhile and rewarding • Reimbursement of reasonable travel expenses • Certificated training provided to prepare you for your role • Day to day support from a designated member of staff • Have fun!
Training available:	<ol style="list-style-type: none"> 1. Safeguarding Vulnerable Adults 2. Child Protection in Health and Social Care 3. Equality and Diversity 4. Data Protection in Health and Social Care 5. Local induction 6. Health & Safety
Contact Information:	<p>Papworth Trust Volunteering Department</p> <p> 01480 357292</p> <p> volunteering@papworthtrust.org.uk</p> <p> Papworth Trust - Home</p>