

Volunteer Role Profile

Role title	Administrator / Reception
Purpose of the role	<p>Administrator: you will be assisting with administrative tasks such as data entry, assisting with documentation, responding to or sending emails.</p> <p>Reception: you will be the main point of contact by both phone and intercom, to help the staff meet with their appointments and update records.</p>
What you will be doing	<ul style="list-style-type: none"> • Answering the telephone and intercom • Asking visitors to sign in & sign out • Date-stamping and distributing incoming post • Creating documents and notices • Creating and updating records • Sending and replying to emails • Laminating, filing and other general office tasks
Skills, experience, and qualities needed	<p>You will have great communication skills, a good standard of written English, and have a polite and courteous telephone manner. You will be able to work on your own initiative and manage your time to ensure that tasks are completed in a timely manner. You will be competent with Microsoft Office software (including Outlook and Excel), and either of the following would be great to have:</p> <ul style="list-style-type: none"> • Customer service experience • Receptionist experience
When and where	<p>Volunteers are flexible and do not have a minimum commitment, actual dates and times will be agreed in advance. Available hours will generally be between 9.00 am to 4.00 pm, Monday to Friday.</p>
Support offered	<ul style="list-style-type: none"> • You will be assigned a named staff member as a direct contact for any questions or queries you may have • Additional relevant training will be offered, such as Safeguarding and systems training • All travel and incidental expenses will be covered (as agreed in advance)
What you could get out of it	<ul style="list-style-type: none"> • Experience of working with a charity • Meeting new people in a very diverse range of activities • Additional skills experience • The satisfaction of knowing you have helped support someone that is either homeless or at risk of being homeless
Other relevant information	<p>This role may be subject to an enhanced DBS check.</p>
What to do if you're interested	<p>Fill out a volunteer application form on our website or email volunteers@noahenterprise.org and we will send you a form</p>

Roles may be flexible – please contact us if you have any questions.