

<b>Role title</b>	<b>Administrator / Reception</b>
<b>Purpose of the role</b>	Volunteers assist staff with administrative and reception support tasks to help deliver services safely and effectively.
<b>What you will be doing</b>	<p>Typical Volunteering Activities May Include:</p> <ul style="list-style-type: none"> <li>• Assisting with answering telephones and intercom enquiries</li> <li>• Supporting visitor sign-in and sign-out procedures</li> <li>• Assisting with distributing incoming post</li> <li>• Supporting preparation of documents and notices</li> <li>• Assisting with record updates in line with data protection procedures</li> <li>• Supporting email correspondence where appropriate</li> <li>• Assisting with general office tasks</li> </ul>
<b>Skills, experience, and qualities needed</b>	<p>Volunteers are usually helpful if they have good communication skills, a reasonable standard of written English and a polite telephone manner.</p> <p>NOAH Enterprise welcomes volunteers from diverse backgrounds and will consider reasonable adjustments in line with the Equality Act 2010.</p> <p>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"> <li>• Customer service experience</li> <li>• Receptionist experience</li> </ul>
<b>When and where</b>	Volunteers can agree mutually convenient dates and times with staff. There is no obligation to provide a minimum number of hours.
<b>Support offered</b>	<p>Volunteers will be provided with supervision, guidance, training and wellbeing support.</p> <p>Reasonable out-of-pocket expenses may be reimbursed in accordance with organisational policy.</p>
<b>What you could get out of it</b>	<ul style="list-style-type: none"> <li>• Experience of working with a charity</li> <li>• Meeting new people in a very diverse range of activities</li> <li>• Additional skills experience</li> <li>• The satisfaction of knowing you have helped support someone that is either homeless or at risk of being homeless</li> </ul>
<b>Other relevant information</b>	<ul style="list-style-type: none"> <li>• Safeguarding and DBS</li> </ul> <p>Where legally eligible, this role may require a DBS check. Volunteers must follow safeguarding policies and procedures.</p> <ul style="list-style-type: none"> <li>• Data Protection and Confidentiality</li> </ul>



## Volunteer Role Profile

	<p>Volunteers must comply with UK GDPR and organisational confidentiality requirements.</p> <ul style="list-style-type: none"><li>• Health and Safety</li></ul> <p>Volunteers must follow health and safety procedures and take reasonable care for their own safety and others.</p> <ul style="list-style-type: none"><li>• Volunteer Status</li></ul> <p>This volunteering role is undertaken on a voluntary basis and does not create an employment or worker relationship.</p>
<b>What to do if you're interested</b>	Fill out a volunteer application form on our website or email <a href="mailto:volunteers@noahenterprise.org">volunteers@noahenterprise.org</a> and we will send you a form

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