

**Role Description**

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| **Role:** | Volunteer Receptionist |
| **Reporting to:** | The Centre Manager |
| **Hours:** | Anytime during opening hours  Monday – Saturday 9.00am to 5.00pm |
| **Place:** | Sunlight Centre |

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| **Aims of the post** |
| To support the Centre, providing a high quality first point of contact for visitors, users of and callers to reception and actively contribute to the smooth and efficient running of the Centre. |

**Main duties**

* Be part of our front of house team to greet visitors to the Centre and direct them to where they need to go or who they need to see.
* Be familiar with building and site security, ensuring the security and safety of the site, including monitoring CCTV and complying with site health and safety.
* Ensure that all rooms/meeting venues are maintained and presentable, and ready for planned use, with equipment and layout as specified.
* Undertake reception duties as required, including receiving visitors, dealing with face to face enquiries, answering incoming calls, dealing with room bookings, taking payments, message taking and general visitor hospitality.
* Be familiar with the services provided by and from the Centre, in order to deal with enquiries and market services appropriately.
* Be the first point of contact for customer queries and refer any complaints promptly and appropriately to the Centre Manager.
* Challenge the inappropriate behaviour or conduct of visitors to the site, in line with the Trust’s values and ethos and ensuring Health and Safety procedures are followed at all times by all building users.
* Carry out regular checks of the meeting rooms within the centre to ensure they are clean, stocked adequately and correctly with the agreed items.
* Be prepared to undertake the role of Fire Warden and First Aider (for which training will be provided) and relevant health and safety duties as required
* Keep and maintain accurate records as required by line manager.
* Help with fundraising and events as a valued member of the team.