

Reception Volunteer

Role Description and Person Specification

Hours – Flexible, depending on availability

Reporting to – General Manager

Role Description

The Reception Volunteer is often the first friendly face people see when they arrive at The Anthony Seddon Centre. This role is all about creating a warm and welcoming atmosphere, helping visitors feel at ease, and providing basic information and assistance. Volunteers may be working alongside a paid Receptionist or independently, depending on the shift.

This is a great role for someone who enjoys meeting people, staying organised, and being part of a team that makes a real difference in the community.

Main Duties and Responsibilities

- Welcoming visitors with a friendly and approachable manner, making sure they feel comfortable and supported.
- Answering basic queries, either in person or over the phone, and directing visitors to the right place.
- Supporting customers by providing information about groups, services, and upcoming activities at the Centre.
- Helping to sign in visitors and ensuring they are aware of basic health and safety information.
- Assisting with simple admin tasks, such as taking messages, photocopying, and sorting leaflets.
- Keeping the reception area tidy and organised, making sure it remains a welcoming space.
- Providing light support to individuals in distress (not in a crisis role) and knowing when to get help from staff.

General Responsibilities

- Be friendly, welcoming, and inclusive; our goal is to create a space where everyone feels valued.
- Follow health and safety guidance to ensure a safe environment for visitors and staff.
- Respect confidentiality and professional boundaries, knowing when to direct people to the right support.
- Follow the charity's policies and procedures to keep everything running smoothly.
- Take part in training where needed so you feel confident in your role.

- Help out where you can; whether it's greeting visitors, answering calls, or keeping reception organised, every little bit helps!

Person Specification

Knowledge and Experience

- No formal experience needed, just a friendly attitude and a willingness to help.
- Experience working with people from different backgrounds is helpful but not essential.
- An understanding of mental health and wellbeing (or a willingness to learn).
- Experience in customer service, reception work, or admin is beneficial but not required.
- Confidence using a phone, email, or basic admin tools is useful (training provided).

Skills and Personal Qualities

- Friendly and welcoming, able to create a positive first impression for visitors.
- Good communication skills, comfortable chatting with people and answering queries.
- Organised and reliable, able to keep track of tasks and maintain a tidy reception area.
- Patient and understanding, able to support visitors in a kind and compassionate way.
- Able to recognise boundaries, knows when to listen, when to signpost, and when to ask for help.
- Flexible and adaptable, comfortable handling different situations and changing priorities.
- Committed to attending agreed volunteer shifts and any relevant training.

Physical, Mental, and Emotional Effort

This role may involve supporting people who are experiencing distress or difficult emotions. While most conversations will be positive and supportive, there may be times when someone is struggling, upset, or frustrated. As a volunteer, you'll be expected to listen with empathy, stay calm, and know when to get support from staff if needed.

You won't be expected to handle difficult situations alone, we'll always make sure you have guidance and support in place.

The Anthony Seddon Fund's Commitment to Our Volunteers

We truly appreciate our volunteers and want to make sure you feel valued and supported. In return for your time and passion, we offer:

- **Training & Development** – Access to in-house and external training to help you build skills and confidence.
- **Expenses Covered** – We'll reimburse reasonable travel and parking expenses.
- **A Supportive Community** – Be part of a friendly, welcoming team that makes a real difference.
- **Recognition & Appreciation** – Opportunities to celebrate your contribution, whether that's through events, thank-yous, or volunteer rewards.
- **References for the Future** – If you volunteer with us for **6 months or more**, we'll be happy to provide a reference.
- **Personal Growth & Wellbeing** – Volunteering can be a great way to boost your own confidence, wellbeing, and sense of purpose.