

Reception Volunteer - Role Description

About The Anthony Seddon Fund

The Anthony Seddon Fund is a peer-led mental health charity based in Ashton-under-Lyne. We provide a safe, welcoming, and inclusive space where people can access support, connection, and activities that promote positive mental health and wellbeing.

Our centre offers a range of peer support groups, wellbeing activities, community events, and drop-in support sessions, helping people feel less isolated and more connected within their community.

Volunteers are a vital part of the support and community we provide. Many of our volunteers bring lived experience, compassion, and understanding to their role, helping create the welcoming and supportive environment TASFund is known for.

About This Role

Reception Volunteers help create a warm, welcoming, and organised environment at The Anthony Seddon Centre. Often being one of the first people visitors meet when arriving at the centre, this role plays an important part in helping people feel comfortable, supported, and at ease.

The role involves welcoming visitors, helping answer basic questions, supporting with simple administrative tasks, and helping people access the right groups, services, or support within the centre. Reception Volunteers may work alongside staff or independently depending on the shift and level of experience.

You do not need previous reception or office experience to volunteer in this role. The most important things are being approachable, organised, calm, and willing to help others.

What You Might Be Doing

- Welcoming visitors and helping create a friendly and supportive first impression
- Answering basic queries in person, over the phone, or by email where appropriate
- Helping signpost people to groups, activities, staff members, or services within the centre
- Supporting visitors to sign in and helping communicate basic centre information
- Assisting with simple administrative tasks such as taking messages, photocopying, filing, or preparing leaflets
- Helping keep the reception area tidy, organised, and welcoming
- Supporting staff and volunteers with day-to-day reception tasks

- Providing reassurance to visitors who may feel anxious or unsure and seeking support from staff where needed
- Helping maintain confidentiality and appropriate boundaries within the reception environment

What We're Looking For

We're looking for people who are:

- Friendly, welcoming, and approachable
- Comfortable speaking with people from different backgrounds and experiences
- Organised and able to manage practical tasks calmly and reliably
- Patient, understanding, and respectful of others
- Comfortable working as part of a team within a busy community environment
- Able to maintain confidentiality, boundaries, and professionalism within the role
- Open to learning and taking part in relevant training and support

You do not need previous reception, admin, or volunteering experience to apply for this role.

Helpful but Not Essential

The following experience or interests may be helpful, but are not required:

- Experience in reception, administration, customer service, or office environments
- Confidence using phones, email, or basic computer systems
- Experience supporting people in community, voluntary, or public-facing settings
- An understanding of mental health or lived experience of mental health challenges
- Confidence communicating with people from different backgrounds and life experiences

Support & Training

All volunteers receive an induction, support during their trial period, and access to relevant training to help them feel confident and supported in their role.

You will have regular opportunities to check in with staff, ask questions, and discuss any support or development needs. Additional training opportunities may also be available depending on your role and interests.

You are never expected to know everything straight away; volunteering at TASFund is a learning experience, and support is always available when needed.

Important Information

Volunteers are expected to maintain appropriate boundaries, respect confidentiality, and follow TASFund policies and procedures while carrying out their role.

Some volunteer roles may involve supporting people who are experiencing emotional distress or difficult situations. Volunteers are not expected to provide counselling, therapy, or crisis intervention, and support from staff will always be available where needed. Volunteers should always work within the boundaries of their role and seek support from staff whenever needed.

Certain roles may require a Disclosure and Barring Service (DBS) check. If this applies to the role, this will be discussed with you as part of the recruitment process.

Time Commitment

This role is flexible and based around reception cover and centre activities.

Reception support may take place during weekdays and occasionally around events or activities depending on the needs of the centre. We ask volunteers to commit to regular attendance where possible, as consistency helps create a welcoming and familiar environment for visitors.

However, we understand that availability and personal circumstances can change, and we aim to be flexible and supportive wherever possible. Shift patterns and availability will be discussed during the recruitment and induction process.

What Volunteers Receive From Us

We truly value the time, skills, and experiences our volunteers bring to TASFund. In return for your support, we aim to provide a positive and rewarding volunteering experience through:

- A friendly, welcoming, and supportive environment
- Induction, training, and ongoing development opportunities
- Regular support and supervision
- Reimbursement of reasonable agreed expenses
- Volunteer recognition and appreciation events
- Opportunities to build confidence, skills, and experience
- References for volunteers who complete an agreed period of volunteering

Volunteering can also be a great way to meet new people, build confidence, develop skills, and support your own wellbeing while making a difference in the community.



Interested?

If you are interested in this role, we'd love to hear from you. The first step is to complete a Volunteer Expression of Interest Form, after which we'll invite you to attend one of our volunteer introductory sessions to learn more about TASFund and the role.