

Role Profile

Job title:	Volunteer Reception Assistant
Department:	Administration
Reporting to:	Sarah Linsey
Role summary:	
<p>To assist the Reception Team with the day to day running of the Hospice reception, portraying a professional organisational image and ensuring visitors/callers receive the correct service information.</p>	
Organisation summary	
<p>Barnsley Hospice is a charity that provides specialist palliative and end of life care to hundreds of local people and those close to them each year. Our main priority is to achieve the best possible quality of life for people living with a life-limiting illness, whilst supporting those close to them during the period of illness and bereavement. As a specialist care provider, the range of skills we offer include, pain and symptom management, emotional support and end of life care. The hospice currently employs about 100 people and has a team of volunteers, based both at the hospice and within our retail hub.</p> <p>We are committed to Equality, Diversity & Inclusion in all that we do and welcome applications from all sections of the community. We particularly welcome applications from Black, Asian and minority ethnic candidates, LGBTQIA+ candidates and candidates with disabilities because we are committed to increasing the representation of these groups at Barnsley Hospice</p>	
Key duties & responsibilities	
<p>Functional responsibilities of Role:</p> <ul style="list-style-type: none"> • Answering and transferring calls through switchboard. • Take appropriate messages where necessary and ensure these are forwarded to the correct personnel (ideally leaving messages on voicemail, hand written messages maybe left in envelopes in the appropriate pigeon holes). • Assist/direct visitors to the correct department following all reception procedures. 	

- Process cash/chip & pin payments via Take payments Device.
- Preparation of outgoing mail, including ensuring timely delivery to local post box/office.
- Ensuring that post/deliveries for all departments are delivered to the appropriate staff on receipt
- Arrange for delivery and collection of Blue Community Box Collections.
- Replenish confectionary/drinks within the reception area.
- Assisting with any ad hoc duties within the Hospice, i.e., small administrative duties including archiving/filing, General Office duties.

Volunteers must:

- Maintain complete confidentiality at all times.
- Be fully compliant with the Fire Action Plan wherever they are attending.

Other Responsibilities:

- References are required for this role
- DBS check is required for this role
- Training is provided by Barnsley Hospice
- Mandatory & Statutory Training as required by the role

Times: -

- Monday – Friday 11.00am - 3.00pm & Monday – Sunday 5.00pm – 8.00pm

Person Specification

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Knowledge, Skills and Experience	Essential	<p>Essential</p> <ul style="list-style-type: none"> • Reception knowledge and experience. • Good customer service skills both face to face and via the telephone. • Excellent computer knowledge and skills. • Accurate with Data. • Well, presented (uniform will be provided). • Good understanding of importance of confidentiality. • Able to use Initiative. • Able to work alone and part of a team • Fun, Friendly / Personable • Quick and eager to learn • Flexible & Reliable • Committed/dedicated to providing a good service • Empathy within the Hospice setting
	Desirable	<ul style="list-style-type: none"> • Knowledge of the Hospice events • Knowledge of geographical area