

Volunteer receptionist role

Expected commitment: Minimum 1 day a week (8hrs)

Location: Vista Head Office
Provincial House
37 New Walk, Leicester
LE1 6TE

About Us:

Vista changes lives. We are the leading charity working with children and adults with sight loss in Leicester, Leicestershire and Rutland.

Primary objectives:

We are looking for enthusiastic people who would like to develop their office and administration skills to support our head office reception in the city centre.

Responsibilities:

- Greeting visitors and staff at head office, ensuring sign in procedures are followed.
- Taking deliveries and letters and getting these to the correct staff in a timely manner.
- Answering calls to our main telephone line, transferring to relevant staff when appropriate, taking and relaying messages when staff are unavailable.
- Answering queries and providing information to our services users.
- Using our internal CRM style system to record contacts and queries and make referrals to relevant departments.
- Assist in preparing rooms for meetings.
- Keeping the reception area safe, tidy and welcoming.

Qualities and skills we are looking for:

- Polite and professional manner, both in person and over the phone.
- Good timekeeping and communication skills.
- Fair computing and technology skills.
- Willingness to learn new processes and software.
- A positive attitude.
- Reliability and commitment to the role.

Previous experience in working in an office environment is ideal, but not essential.

Support provided for you:

- Visual Impairment Awareness training.
- Telephony systems and CRM training.
- Other training as identified.
- Reimbursement of out of pocket expenses such as mileage or public transport costs.

Successfully placed volunteer(s) will be working within the central department and will have staff and a line manager for support and guidance.

We hope that by becoming a volunteer you:

- Increase your confidence and professional and social skills.
- Gain insight into the charity sector.
- Meet new and interesting people.
- Learn new skills useful for future employment opportunities or further learning.
- Have fun!

Health and safety:

- Take reasonable care for the Health and safety of yourself and others who may be affected by your acts or omissions whilst volunteering.

This volunteering opportunity is suitable for volunteers aged 18 years and above.

Next steps:

For an application form contact the People Team:
Call **07715 078768**

Or email **volunteering@vistablind.org.uk**

Vista, Provincial House, 37 New Walk, Leicester, LE1 6TE