# C:\Users\emmaf\OneDrive - Freshfields Animal Rescue\Photos\Logos\FF Logos\freshfields_logo_colour.jpg

# **RECEPTION VOLUNTEER - Role DESCRIPTION**

**ROLE TITLE**: Reception Volunteer

**LOCATION:** East lodge Farm, East Lane, Freshfields Liverpool

**REPORTING TO:** Receptionist

### **Overall purpose of the ROLE**

**Our Mission**

To make a great quality of life possible for all animals, today and tomorrow.

**Our Vision**

A world where all people protect animals and value nature.

As a Reception Volunteer, you will play a key role in making the above possible. You will support the animal rescue effort by providing a warm welcome to everybody, providing assistance and information to people in person and online, maintaining great relationships with our supporters, staff and volunteers, and supporting with admin tasks and deliveries.

### **Main duties and responsibilities**

* Provide the warmest of welcomes to every visitor.
* Support the reception staff member to answer the door and take calls promptly.
* Engage with donors and visitors and encourage to sign up for rescue news.
* Create and update forms and organise files.
* To connect the public with people who can help or advise in the rescue.
* To understand and follow processes for admittance and waiting lists.
* Support fundraising activities by actively passing information to visitors.
* Take payments for adoptions.
* Complete receipts for all donations.
* Accept and store food and other item donations.
* Maintain reception displays in the hub and at the door.
* Help to pack and post Freshfields merchandise
* Help prepare for events and open days.
* Help to maintain clean, tidy and organised visitor areas from the door to the loo.
* To follow Freshfields Animal Rescue policies and procedures at all times .
* To positively participate in team communication, such as volunteer meetings, feedback and self-evaluation.
* To uphold the organisational values, ethos and practices of Freshfields Animal Rescue.

KEY skills AND QUALITIES

* Warm and friendly animal lover with a positive can-do attitude.
* Confident with IT, such as Microsoft office Word and excel
* Good general standard of literacy and numeracy.
* Genuinely like people
* Ability to be professional in every circumstance
* Excellent communication skills in person, on the phone and online.
* Experienced administrator in a professional environment.
* Able to pay attention to detail and support to a consistently high standard.
* Clean and presentable.
* Likes to keep busy and use initiative to identify tasks
* Good mobility to carry items from door to store.
* Reliable and conscientious
* Trustworthy
* Respectful of all people and animals.
* Approachable
* Willing to uphold Freshfields meat-free site policy whilst at the rescue or at rescue events.