

VOLUNTEER ROLE DESCRIPTION

Role: **Reception Volunteer**

Hours: 4 hour per shift week as agreed with Reception staff.

Location: Reception, Freshfields Liverpool

Reports to: Reception staff

OVERALL PURPOSE OF THE ROLE

‘Making a difference **together** for All animals’.

You will provide a vital role in supporting the reception with their daily duties.

KEY TASKS

- To communicate the unique values and ethos of Freshfields to the public, presenting a positive approach and a credible image of the charity at all times
- Provide a warm welcome to the general public and visitors and advise and support them.
- Ensure the front door and phones are dealt with as promptly and efficiently as possible.
- Take down accurate information from the public, record and pass on the information to the relevant person.
- Advise contractors and volunteers to sign in/out
- Engage visitors in the work of Freshfields, and promote ways they can support our fundraising efforts.
- Keep the reception area clean and attractive, and check information displays.
- Take card payments and issue duplicate receipts
- Supervise dog walkers and ensure kennel staff are aware of their whereabouts.
- Deal with deliveries and donated items, and help members of public bring in items from their vehicles.
- Sort, organise and store donated animal related and shop items, and maintain the storage area.

- Help to keep the main courtyard clear and tidy..
- Use a two way radio to communicate with kennel staff.
- To follow Freshfields Animal Rescue policies and procedures at all times

KEY SKILLS AND QUALITIES

1. Robust, energetic and practical approach, able to respond positively to the challenges of working in a busy animal rescue centre.
2. Confident, kind and approachable.
3. Great communication skills in person, on phone and in writing.
4. Committed to high standards of customer care and presentation.
5. Reliable and trustworthy
6. Numerical accuracy
7. Able to work in all weather conditions
8. Able to take direction and follow detailed instructions from reception staff
9. Able to work on own initiative and as part of a team
10. Willing to give a regular commitment and accept ongoing training
11. Able to manage the physical demands of the post

TIME COMMITMENT

Minimum 4 hour shift a week, in accordance with the needs of reception staff.