

# RED BRICK BUILDING

COMMUNITY • ARTS • EDUCATION • ENTERPRISE

## Reception Volunteer Role Description

**Title of role:** Reception Volunteer

**Purpose of the role:**

To provide a welcoming and accessible environment for all visitors to the Red Brick Building. As well as raising awareness about the opportunities here.

**Main Activities:**

- Greet visitors
- Present a friendly and professional face of the project
- Deal with enquiries
- Oversee and maintain reception area including updating the daily board and checking all leaflets and posters are current
- Answer telephone queries, take messages or transfer them when appropriate
- Promote the work of the Red Brick Building and give tours to visitors if / when appropriate
- Receive and distribute post as it comes into the building
- Take payments and issue invoices for art sales
- Be aware of and abide by the Red Brick Building policies and procedures
- Manage the donations tin on reception and promote the Community Share Offer
- Add names to Mailchimp newsletter mailing list

**Commitment**

We would like reception volunteers to agree to cover a specific 3-hour time slot week (10 a.m. - 1 p.m. or 1 p.m. – 4 p.m.), for at least 3 months. We ask that volunteers only cancel or rearrange their slot if absolutely necessary and with prior warning (i.e. sickness or interview).

**Training and Support**

- An initial induction will be given to all new volunteers
- Volunteers will also be offered the opportunity to attend other training and development events relevant to their role
- We will hold regular volunteer meetings to provide an opportunity to give feedback and contribute ideas, as well as meeting other volunteers

**Person specification**

- Confidence to deal with enquiries on the phone and in person
- Ability to record messages/write invoices
- Basic computer skills
- Open and welcoming manner
- Flexibility and patience
- Reliability and willingness to attend regularly
- Ability to relate to a range of people
- Prepared to give and receive feedback