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| **Reception Support Officer Role Description** |
| **Role** | **Administrative and/or Receptionist Support**  |
| **Role description**  | Activities can vary and tasks will be given to match your strengths and interests. Areas of support required include record keeping on spreadsheets and computer database, scanning documents, stuffing envelopes and calling clients for feedback on the service given, shredding, sending out standard letters, printing labels. Reception support would involve dealing with clients face to face, taking phone calls & messages, emailing messages on to staff, photocopying, scanning. |
| **Benefits for the placement** | Training will be given for all tasks and support provided. This can give someone the opportunity to experience new tasks and learn about admin processes. You will find out how our services can make a difference to children and adults with disabilities. |
| **Time commitment**  | We are looking for someone who can commit to working 3-4 days a week, 10am to 4pm with a 1hour break for lunch **– we can be flexible.** |
| **Skills & experience needed**  | Someone with the confidence to work on computers. Basic computer knowledge. A good telephone manner is an advantage. Good interacting with clients. |
| **Other information**  | * Richmond AID will pay all or part of your expenses for meals and travel.
* We have a fully accessible office, including disabled parking and accessible facilities.
* Induction, training and support and supervision will be provided.
* Volunteers are covered by insurance.
* Richmond AID has a Volunteering Policy and a Volunteer Handbook.
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