

# Reception Volunteer Role description

Together we are help and hope for everyone living with dementia



# Reception Volunteer



## Why we need you

Our offices are a base for both staff and volunteers and can often be a place where people affected by dementia can seek assistance.

The Reception Volunteer can be the first contact for the Alzheimer's Society and therefore plays a vital role in ensuring that a positive impression is provided.



## What you will be doing

- Meeting and greeting visitors, connecting them to the people they are there to visit and/or the groups that they wish to attend.
- Providing support to employees, volunteers, people affected by dementia and members of the public as they arrive.
- Supporting with general office tasks such as outgoing post and ordering office supplies.
- Keeping the reception area tidy, ensuring that publicity materials are up to date.
- Making internal and external room bookings using our in-house IT system.



## This role will suit you if you

- Enjoy meeting new people, are warm, friendly, and approachable.
- Have existing administration and reception skills or are looking to develop them.
- Are committed to great customer service and happy to volunteer as part of a team.
- Have basic IT skills (e.g. ability to use Microsoft Outlook and Microsoft Word).
- Are able to commit to regular days of the week/time slots agreed.



## What you can expect from us

- We will make you feel welcome, included and respected.
- You will receive training, ongoing supervision and support.
- You can claim pre-agreed out of pocket expenses (for example, travel) in line with our policy.
- We'll keep you up to date with relevant policies and procedures that apply to your role.
- You'll have access to learning, development and engagement opportunities for volunteers.



## What we need from you

To ensure the safety and security of people with dementia we ask for:

- Two references and proof of identity.
- You will need to complete a criminal record check, in line with the legal requirements. A criminal record will not necessarily stop you being able to carry out this role.
- To put the role into practice most effectively volunteers are recommended to continue for at least 3 months.
- Learning at the start will take about 4-6 hours, followed by periodic refresher.