Alice House Hospice
Serving the communities of Hartlepool & East Durham

VOLUNTEER ROLE BRIEF – RECEPTIONIST/ADMINISTRATION SUPPORT

PURPOSE OF ROLE

The purpose of this role is to support the Therapeutic Support Service in the provision of a high-quality administration service and manning of the Reception within Alice House Hospice Holistic Wellbeing Centre

MAIN DUTIES

- Reception Duties – meeting and greeting service users, providing a warm and welcoming environment
- Providing parking passes or signposting to external parking
- Dealing with telephone enquiries relating to appointments and forwarding to relevant team member
- Taking bookings for therapies
- Taking payment for therapies
- General administration duties
- Adhere to all Hospice Policy and Procedures
- Attend mandatory training where required
- Be involved in team meetings

DESIRABLE SKILLS & QUALITIES

- To be able to work as part of a team
- Interested in working in a Holistic Therapeutic environment
- Good Organisational Skills
- Good Communication and Customer Service Skills

PERSON SPECIFICATION

- Friendly and approachable
- Flexible with time to spare
- Enjoys meeting people

VOLUNTEER BENEFITS

- Gain valuable experience in Reception/Telephone/Administration
- Discount at the Hospice Bistro
- Access to training
- Be Part of a supportive tea, in a lovely working environment
- Be part of an amazing charity supporting families across Hartlepool and east Durham

ACCOUNTABLE TO: **SENIOR MANAGER THERAPEUTIC SUPPORT SERVICES**

VOLUNTEER NAME: **…….**

VOLUNTEER SIGNATURE: **…….**

MANAGER SIGNATURE: **……**

HR USE ONLY

TRAINING REQUIRED: **VOLUNTEER PASSPORT**
TRAINING ON CONTACTLESS PAYMENT