



## **Volunteer Receptionist - Role Details**

### **Background:**

Kingston Carers' Network (KCN) is a charity that supports carers in the Royal Borough of Kingston upon Thames. A carer provides unpaid support to a friend or family member who has a physical illness, disability, mental health problem, or substance misuse issue.

### **How you can help:**

As a Volunteer Receptionist you will be the first point of contact for carers accessing our service. You will provide a welcoming face to all visitors and help us to manage enquiries. Full induction and training will be provided.

### **Key tasks:**

- Welcoming visitors
- Offering refreshments to visitors, where appropriate
- Informing the appropriate member of staff when a visitor has arrived
- Answering the phone
- Taking detailed information, answering queries, and taking messages
- Taking referrals to our service
- Copying or scanning documents for carers
- Taking in deliveries
- Providing excellent customer care
- Recording information on our database

### **Time commitment:**

- At least one weekday morning per week
- 9:00am – 1:00pm

### **Location:**

- Kingston Carers' Network, 418 Ewell Road, Tolworth, KT6 7HF



# KINGSTON CARERS' NETWORK

*Improving the lives of carers in Kingston*



## **Expenses:**

- Travel expenses and out-of-pocket expenses will be reimbursed (up to £3.50 for lunch)
- Training will be provided free of charge

## **Benefits:**

- Gain administrative/office experience
- Give something back to your community
- Improve your skills with free training
- Be part of a team

## **The qualities and attributes we are looking for:**

No formal qualifications are needed, but we will look for some key skills and personal qualities:

- Comfortable volunteering in a busy office environment
- A good communicator, happy talking to people in person and on the telephone
- Basic computer skills
- Reliable
- A good listener

## **What happens next?**

- [Click here to complete our application form online](#)
- If you have any questions, or would prefer to receive an application form in the post, contact Lyndsey (Volunteer Manager) at [volunteering@kingstoncarers.org.uk](mailto:volunteering@kingstoncarers.org.uk) or 07458 305 350
- Once we have received your application, Lyndsey will invite you for an informal interview, either online or in person
- If you decide to go ahead, Lyndsey will send off for your references and DBS (criminal records) check
- Then you are ready to get started! We offer a 4-week trial, initially, so that you can decide whether the role is right for you