



Volunteer Title: Volunteer Reception and Administration Assistant	Reports To: Whiteley Care Home Office Manager
Last Updated: March 2016	Interested email: susan.lewin@whiteleyvillage.org.uk

Whiteley Village, near Walton on Thames, is set in 225 acres of beautiful Surrey woodland. The Village provides homes to nearly 500 older people of limited means and is managed by The Whiteley Homes Trust (registered charity 1103056).

General Responsibilities:

As part of Whiteley Care Home's friendly office team you will be involved in tasks to support the Reception.

Key Duties:

- Answering the main telephone, forwarding calls or taking messages to/for relevant staff
- Greeting visitors in a courteous and professional manner
- Maintaining awareness of the charity's work to answer general queries
- Signing for parcels on delivery
- Undertaking admin tasks as directed by the Office Manager

Essential Skills:

- A friendly, professional and welcoming personality
- Good telephone manner
- Excellent communication skills, both written and verbal
- Computer literate and able to use email and Word
- Accurate typing and data input
- Attention to detail in collating documents, compiling packs etc.

Desired Attributes:

- Previous experience of working in an office environment
- An organised and systematic approach
- An understanding and interest in the needs of older people

Rewards:

- Induction, training and support to enable the safe provision of a quality service
- Opportunity to develop new skills and meet new people
- The knowledge you are making a significant difference to residents' lives alongside developing your own skills
- Whiteley Village can provide a reference to prospective employers
- Invitation to volunteer appreciation events

Volunteer Hours: This position is of a voluntary nature and your availability for undertaking a shift from 10am to 2pm will be agreed in advance. Ideally you should be able to commit to an ongoing weekly agreement