

## Role Description Volunteer Reception and Info Hub Facilitator

<p><b>Line Manager: Business Support Manager</b></p>
<p><b>Minimum Commitment Required:</b> 1 day a week (you can volunteer if you want up to 5 days a week), volunteering between the hours of 9am – 3pm, for minimum 6 months commitment.</p>
<p><b>Location: Split between: Dudley office, (Stone Street, Dudley) and / or Wolverhampton office, (Victoria Street, Wolverhampton)</b></p>
<p><b>Main Role Purpose</b></p> <ul style="list-style-type: none"> <li>● Providing reception cover in our 2 main offices in Dudley Town Centre and Wolverhampton Town Centre.</li> <li>● To provide a welcoming and supportive first point of contact for clients and visitors.</li> <li>● To complete an initial assessment (triage) through actively listening to clients' concerns and questions during the initial assessment process, showing empathy and understanding to build a strong rapport.</li> <li>● To ensure the Info Hub and reception areas are tidy, accessible, and well presented at all times.</li> </ul>
<p><b>Main Tasks and Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Welcoming our clients into our Information Hub and offering assistance in our IT suite.</li> <li>• To assist clients with simple queries.</li> <li>• To assist clients who may have problems using a computer to access advice needed.</li> <li>• To record basic information about the assistance provided to clients and demographic information.</li> <li>• To help clients to call our assessment centre using our crisis phone if they don't have access to a phone/have support needs.</li> <li>• Provide reception cover as offices as required, providing a welcoming service.</li> <li>• Booking in clients who have appointments with advice staff.</li> <li>• Handle telephone calls, mail, electronic mail, and internet information access as required.</li> <li>• Ability to deal with sensitive client information.</li> </ul>
<p><b>Engagement with Stakeholders</b></p> <ul style="list-style-type: none"> <li>• Provide a welcoming service to visitors on reception when required.</li> <li>• Foster relationships with stakeholders such as clients, suppliers, and internal staff teams.</li> </ul>
<p><b>Office Support</b></p> <ul style="list-style-type: none"> <li>• Ensure the Information Hub and Reception Area is tidy, welcoming, and well organised.</li> <li>• Keep information, leaflets, forms, and signage stocked, current, and displayed clearly.</li> <li>• Report any missing, outdated, or damaged materials to the Business Support Manager</li> <li>• Help set up and reset the space daily so it is ready for client use.</li> <li>• To help ensure the safety of visitors and clients while on site by following and applying relevant health and safety procedures.</li> </ul>
<p><b>Research and Campaigns</b></p>

- To ensure active involvement in social policy as directed.

### **Networking**

- Engage appropriately with staff, volunteers and client groups, seeking support from the TQS team with Information Hub queries where required, and maintaining professional contact with other organisations visiting our premises

### **Professional Development**

- Stay updated with policies and procedures and attend relevant meetings.
- To attend all mandatory training relevant to the volunteer role
- Attend relevant internal and external meetings.
- Prepare for and attend appraisals.
- Assist in initiatives to improve the organisation

### **Other Such Duties**

- To comply with the Policies, procedures and guidelines of the organisation.
- To abide by health and safety guidelines and share responsibility for own safety and that of colleagues and clients, and act with efficiency to resolve any issues
- Ensure that all work conforms to the organisations required quality standard
- Ensure good practice at all times as defined by the management team
- Work cooperatively with colleagues and encourage good teamwork.
- Promote the aims, principles, policies, interests and wellbeing of the organisation and to protect its integrity and reputation.
- Anything else as may be required from time to time by the Senior Leadership and Management Team, which are consistent with the volunteer role

**Signature of Volunteer:**

**Date:**