



**Holloway  
Neighbourhood  
Group**

Registered Charity Number 290493

## **RECEPTION and CUSTOMER SERVICES VOLUNTEER**

<b>Title</b>	<b>Receptionist and Customer Services Volunteer</b>
<b>Role</b>	<p>The Old Fire Station (OFS) Community Centre, part of the Holloway Neighbourhood Group (HNG), is a successful and vibrant centre. We provide a range of activities and services for the local community.</p> <p>The purpose of the role is to provide a first point of contact for callers and visitors to the Old Fire Station and to assist with our room hire and activities programme.</p>
<b>Responsible to</b>	Old Fire Station Centre Coordinator
<b>Hours</b>	Min 2 hrs per week (Mon to Fri)
<b>Location</b>	Old Fire Station, 84, Mayton St, Holloway, N7 6QT

### **ROLE DESCRIPTION**

1. Welcome visitors to Holloway Neighbourhood Group in friendly and courteous manner. Identify their query and resolve by giving appropriate information or referring them to the correct person, or by recording and passing on a message.
2. Follow HNG and OFS procedures, with regard to:
  - a. Documentation for centre visitors, activities and event registers
  - b. Telephone calls and messages
  - c. Processing and distributing internal and external mail
  - d. Arranging and recording room bookings
  - e. Processing payments for room hire and handling cash donations for activities
  - f. Health and Safety in the building
3. Assist in production of documents / recording data as requested by Centre Manager or CEO.
4. Keep reception area tidy and free of unnecessary clutter. Ensure that information on display is presented in a tidy manner and is kept up to date.

5. Assist with moving tables and chairs in order to set up rooms or clear away afterwards. (You will not be asked to do this on your own).
6. Support centre activities, e.g. by showing visitors around, shopping, preparing and setting out equipment or refreshments, clearing away and washing up.
7. Help to maintain the appearance of communal spaces (kitchen, garden room, reception) by occasional light cleaning and clearing away during busy times.
8. Other duties as required.

## **SKILLS AND ABILITIES SPECIFICATION**

1. Excellent communication skills in person and good telephone manner.
2. Ability to relate positively to people from diverse backgrounds, e.g. in terms of age, race, disability, religion, etc.
3. Ability to record and impart information with accuracy and attention to detail.
4. Knowledge of IT packages, e.g. Word, Excel etc.
5. Ability to learn how to use office equipment (photocopier, laminator etc)
6. Able and willing to take responsibility.
7. Ability to work as part of team.
8. Reliable and committed.
9. Good time-keeping skills
10. Fit enough and willing to undertake the physical activities outlined above.
11. Willing to undertake First Aid, Food Hygiene and other training as requested.
12. Willing to participate in supervision and to follow guidance.
13. Acts at all times in accordance with HNG policies and procedures, e.g. Equal Opportunities Policy, Health and Safety, etc.

**This position requires a DBS check**