

JOB DESCRIPTION

Reception Volunteer

COMPANY: Aspire Sussex Limited

JOB TITLE: Reception Volunteer

STATUS: Voluntary

POST ACCOUNTABLE TO: Centre Coordinator

OTHER MAJOR CONTACTS: HR Department
Centre Administration Teams
Aspire Tutors, Students, Prospective Students
and Visitors to the site

Purpose of the Role

To assist in supporting the delivery of Aspire Sussex courses at the Chichester Centre

Responsibilities will include:

As a Reception Volunteer the types of work that you might be asked to do include, but are not limited to:

- Meeting, greeting and escorting students to classes
- Preparing registers and register folders
- Collating paperwork
- Producing leaflets
- Helping to maintain the attractive and tidy appearance of classrooms and student lounge areas
- Producing letters and e-mails
- Updating spreadsheets

PERSON SPECIFICATION

Reception Volunteer

Skills and Competencies

- Good communication and interpersonal skills for communicating with customers and colleagues in person, by telephone and in writing
- Ability to use e-mail; internet; Microsoft Word and, ideally, Microsoft Excel
- Able to work as part of a team, sharing information with colleagues in order to deliver a service to others
- Able to provide good customer service by acting with integrity and respect to all customers and colleagues

Experience

- Previous experience of volunteering or working in a customer service environment desirable
- Previous reception or administration experience desirable