

Reception/Front of House Volunteer



YOUNG PEOPLE'S SUPPORT FOUNDATION LTD
52 OLDHAM STREET, NORTHERN QUARTER, MANCHESTER, M4 1LE
TEL: 0161 288 7654 | FAX: 0161 236 5081

Reception/Front of House Volunteer

ROLE DESCRIPTION

Main Purpose:

YPSF provides a range of services across all sites to young people between the ages of 16 to 25 who are primarily affected by homelessness. Our reception service offers provide an efficient & friendly reception service to telephone and personal enquiries; these include young people and external agencies.

HOURS OF WORK

On a rota basis with other volunteers and staff:

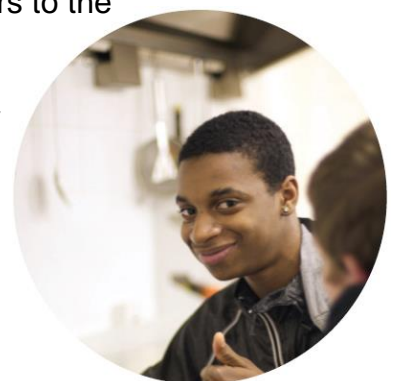
Monday – Friday: 9.30am to 12.30pm

Monday, Tuesday, Thursday and Friday: 1.30pm to 4.30pm

WHAT WE WANT FROM VOLUNTEERS (RESPONSIBILITIES)

We want volunteers who can:

- Provide a friendly reception service to telephone and personal callers to the Project
- Signpost young people to relevant services within the organisation.
- Manage a daily diary for reception. Manage monitoring systems for Attendance, telephone calls, visitors etc.
- Open and distribute mail to staff, process outgoing mail
- Manage young people's mail
- Take and record room bookings for YPSF and other external agencies.
- Maintain accurate and up to date filing systems



PERSON SPECIFICATION

Volunteers interested would need:

- Understanding of the importance of a well-maintained, safe, efficient and friendly reception environment.
- Understanding of the needs and difficulties facing young people from diverse backgrounds, in particular in terms of housing and homelessness
- Understanding of equal opportunities and experience of applying this to all aspects of work
- Good interpersonal and communication skills (written and verbal).
- Good organisational skills with the ability to work under pressure and to multi-task
- Effective IT skills with an ability to maintain accurate and effective monitoring and recording systems.
- A flexible approach.
- Commitment and ability to work as part of a diverse team.
- Understand confidentiality issues and client boundaries
- Ability to deal with a range of service users and diffuse difficult situations, maintaining calm and professional manner