

## Volunteer Role Profile

<b>Role Title:</b>	<b>Reception Welcome team</b>
<b>Responsible to:</b>	Co-ordination Hub lead/Reception Co-ordinator
<b>Role Purpose:</b>	To support the reception team to provide a calm, professional and welcoming environment to all patients, guests and visitors.
<b>Hours:</b>	The hours to be covered by this team are Monday to Thursday, 10am to 5pm with volunteers covering a whole day or morning or afternoon shift. All hours that are given by volunteers are by mutual arrangement between the volunteer and the line manager. We are grateful when volunteers can occasionally be flexible and you may be asked whether you can cover other people's holiday or sickness absence or occasional extra events. Agreement to do this will be entirely at your discretion
<b>Key Tasks:</b>	<ul style="list-style-type: none"> <li>• To provide a friendly, welcoming and professional welcome to all patients, visitors and guests</li> <li>• To assist in directing all patients, visitors and guests where appropriate or showing them to a specific location</li> <li>• To chat to guests who would like company in the public areas (orangery, drawing room and study)</li> <li>• To assist the reception team with any administrative tasks such as photocopying, sorting daily post and delivering to appropriate departments/personnel</li> <li>• Answering internal and external telephone calls</li> <li>• To promote Burrswood Health and Wellbeing's products and services at all times, being an excellent Ambassador for the organisation</li> <li>• To undertake regular customer care training</li> <li>• To identify where continuous improvements can be made so that Burrswood Health and Wellbeing consistently exceeds customer expectation</li> <li>• To ensure all customer feedback and complaints are handled in a sensitive manner to adhere to Burrswood Health and Wellbeing's procedures</li> <li>• Able to use own initiative to resolve issues, working in a pro-active and collaborative way with other internal departments and external stakeholders</li> <li>• To work flexibly, in order to ensure that all areas are covered as required</li> </ul>
<b>Skills and Qualities Required:</b>	<ul style="list-style-type: none"> <li>• Helpful, welcoming and approachable manner with the ability to</li> </ul>

remain calm in pressured situations

- Confident and able to use own initiative
- Excellent written and oral communication skills
- Flexible and collaborative
- Excellent telephone manner
- Excellent attention to detail

We ask you

- To give reasonable notice when possible if you are not able to come in
- To read and sign the joining documents
- To read the Volunteer Policy and follow all procedures given within it
- To work within the required Health and Safety Guidelines
- To attend relevant training and team meetings where required
- To advise your manager of any difficulties concerning your volunteering

It is essential that all volunteers are in sympathy with and are able to reflect the aims of the Trust as detailed on the Application Form.

This role profile is not intended to create any contractual relationship and the arrangement may be ended at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.