



Volunteer Role Description - First Days Children's Charity

Volunteer Role: Receptionist

Location: First Days, Unit 9, The Business Centre, Molly Millars Lane, Wokingham, RG41 2QZ

Hours: Either two 3.5 hour shifts each week (9:30-1pm or 1-4:30pm), or a full day

Responsible to: Senior Administrator for day-to-day tasks, Volunteer Manager for general guidance, support and queries

Role overview: To help get support to families by being the first point of contact for First Days enquiries. To play a key role in connecting families with the help they need.

You will be responsible for:

- Providing excellent customer service
- Various administrative tasks (potentially for a specific department)
- Database usage/data entry (Salesforce/Quickbooks)
- Answering the phone and managing enquiries
- Responding to email enquiries and forwarding them to the relevant department
- Answering the doorbell to visitors and accepting donations
- Acting as a positive representative of First Days
- Ensure the working environment is kept clean and safe

Benefits of the role:

- Interact with people and provide a positive first impression of the charity
- Having a structured role to provide First Days with some administrative support and allow other team members to focus on their roles
- Working as part of a positive and friendly team

Skills required:

- Excellent IT skills (Google Drive)
- High levels of organisation
- Great communication skills
- Friendly and approachable manner
- Ability to use your initiative
- Basic literacy and numeracy skills
- Attention to detail
- Be able to commit to volunteering regularly to suit your availability

Training and support:

- We will provide you with training and information relevant to the role
- You will receive mandatory Health & Safety training

Special conditions:

- Aged over 18+