

# OFFICE SUPPORT

## Reception & Admin Support

### Purpose of role:

It is important that Noah's Ark conveys a professional impression to members of the public, family members, volunteers, donors and staff alike. Volunteers who support at our Reception are often the first point of contact to the charity and provide an important front-of-house function with a strong emphasis on customer care. In addition, the Reception role is a valued resource of support to staff for various admin tasks.

### Opportunities of the role:

- Gain experience working in an office environment
- Utilise customer service experience
- Build social skills through a variety of interactions
- Develop admin skills

### Main activities/tasks:

- Being the first point of contact for visitors at our Reception desk
- Answering the phone and transferring the caller to relevant departments
- Managing our email address for general enquiries by forwarding emails to relevant staff.

Further examples of support needed include:

- Helping with postal mail-outs
- Counting money from collection boxes
- Inputting information onto our donor database
- Undertaking research via the internet
- Filing and general office administration

### Qualities/experience/skills needed:

- Able to provide excellent customer care: in person, over the phone and by email
- A professional and flexible approach
- A friendly, engaging and confident communicator
- Computer and internet skills necessary for most administration roles (training and support will be given but volunteers should have a good level of confidence in using IT)
- Previous experience of working within an office environment is desirable
- A commitment to abiding by all data protection and confidentiality policies within Noah's Ark

### Availability:

The office is open Monday – Friday, 9am – 5.30pm. We would ask for a minimum of 1 shift per week, which could either be an early morning shift, a late morning/ early afternoon shift or a late afternoon shift.

We would ideally like a volunteer to commit to supporting us in this role for a minimum of 6 months. We also have a need for ad-hoc Reception cover to provide support during absences.

### Location:

Noah's Ark Children's Hospice – Main Office  
3 Beauchamp Court  
Victors Way  
Barnet  
EN5 5TZ

## **Role Availability:**

**We have a rota for Receptionist Volunteers which may currently be full, but please ask for current role availability.**

## **Training:**

At Noah's Ark we value volunteer support, but we are also aware that not all roles are suitable for everyone. The interview and training process is in place to ensure that Noah's Ark staff get to know more about you, to ensure that you are given the correct training for the role and so that you can find out if this is a role you would like to undertake. The training process is as follows:

- **Attend a Volunteer Induction** (all potential volunteers have to attend one of these sessions before they are able to get involved in any capacity)
- **Attend an informal interview** including a basic computer skills test to find out your current level of IT ability (If it is felt that this is a suitable role, you will be invited to training)
- **Training sessions:**
  - Module 1 – including Customer Services, Confidentiality, Difficult Conversations
  - Module 2 – Practical session and office orientation plus shadowing an existing Receptionist
- **1 month review** to see how you are finding the role

**Minimum Age:** 16 years

**We have specific Reception & Admin slots which may be currently full - please ask the People Development Team for current role availability: [volunteering@noahsarkhospice.org.uk](mailto:volunteering@noahsarkhospice.org.uk)**



# Noah's Ark Children's Hospice

## Volunteer Recruitment Form

### Volunteer Information

Full Name:     
Title First Last

Address:   
House/Flat number & Street

City County Postcode

Phone:  Mobile:

Email:

### Emergency Contact:

Name Relationship Telephone Number

### Availability

#### Which days/times are best for you to volunteer?

- Weekdays  School Term  Daytime  Flexible  
 Weekends  School Holidays  Evening  Other please state

### Additional Information

#### 1. Are you part of a family (or do you know a family) who either currently receive or have in the past received support from Noah's Ark Children's Hospice?

- Yes  No

If YES – please give details:

[Click here to enter text](#)

*It is our policy that current NACH family members (immediate family and extended family) as well as those with a close personal connection to a NACH family are not immediately able to become volunteers. Please contact us for a detailed explanation.*

#### 2. Do you have any disabilities or health issues it would be useful for us to know about and are there any reasonable adjustments we can make for you? (e.g. wheelchair access etc)

[Click here to enter text](#)

#### 3. Where did you hear about Noah's Ark?

[Click here to enter text](#)

#### 4. Please insert any other information you would like us to know or you feel is relevant:

[Click here to enter text](#)

### Disclaimer and Signature

**We are committed to the Safeguarding of children. All volunteer roles involving direct contact with Noah's Ark families are subject to an enhanced DBS application.**

*In accordance with the 1998 Data Protection Act, I agree that Noah's Ark Children's Hospice may hold and use personal information about me. It will be held securely and only used by authorized personnel. It will not be shared with any other organization or third party.*

Signature: [Click here to enter text](#) Date:

**Thank you so much for taking the time to complete this form – we need this initial information to register you as a potential volunteer so we know you are keen to get involved ASAP.**