

## **VOLUNTEER ROLE DESCRIPTION**

### **Receptionist (Main)**

To contribute to the Hospice team by carrying out duties on the main reception desk.

#### **What will I be doing?**

The role can vary greatly. Volunteers may be asked to contribute in several ways including:

- Answering the phone
- Greeting visitors as they approach the reception desk
- Inform relevant personnel of visitors
- Processing sales of items in the shop and café
- Ask visitors to sign in and out of the Hospice.
- Assist with other departmental admin tasks if required.

#### **What skills and personal qualities will I need?**

- You will need to have a friendly, caring manner and be happy to contribute to the work of a team.
- After training, able to use a switchboard and till
- You will need to observe confidentiality of the Hospice, its patients, staff and volunteers and other statutory regulation e.g. equal opportunities, data protection, food hygiene regulations etc.

#### **How much time will I need to commit?**

Shift patterns: 10am -1pm and 1pm – 4pm (Monday – Friday)

#### **Where will I be based?**

Main Reception, in the Hospice (Abbey Rd, Llandudno)

#### **How to apply:**

- Online: [www.stdavidshospice.org.uk](http://www.stdavidshospice.org.uk)
- Call: 01492 879058.
- Email: [enquiries@stdavidshospice.org.uk](mailto:enquiries@stdavidshospice.org.uk)