Voluntary Role Description: **Receptionist**

Works for Us is a Milton Keynes based charity dedicated to providing free training, careers guidance and support for people in and around Milton Keynes.

Formerly known as Women and Work, we have been supporting local people for 40 years. We are proud to have affected the lives of thousands of clients in that time by helping them to realise their personal and professional goals.

**Our clients face barriers such as:**

* Lack of confidence
* Low career aspirations
* Difficulties in CV and covering letter writing
* Lack of soft and functional skills
* Uncertain career path
* Mental or physical health issues

**Through the delivery of free courses, training opportunities, workshops and drop-in sessions, we are able to help our clients by:**

* Boosting confidence and interpersonal skills
* Helping to manage stress and anxiety
* Providing careers advice and guidance
* Assisting with CVs and covering letters
* Supporting to find suitable volunteering and work experience opportunities

**Why Volunteer?**

In the last two years alone, Works for Us has helped over 700 people make positive life changes and move towards their employment or training goals. Volunteers are an integral part of this success and their contributions help us to provide a caring, supportive and inspiring service for people to access. You might consider volunteering with us if you want to:

* Help positively impact the lives of people facing challenges in their life
* Gain skills and experience to enhance your CV
* Build your confidence and abilities in a supportive environment
* Meet new people and expand your network
* Feel purposeful and make a difference to those around you

**Aim of the Role**

* To be the welcoming face of Works for Us to clients and visitors
* To help clients and visitors feel at ease by listening to them and providing them with basic information and guidance about the charity
* To liaise with the staff team regarding appointments and enquiries

**Key Tasks & Responsibilities**

* Greeting visitors, answering enquiries and providing basic information about the charity and related services
* Answering, screening and forwarding phone calls
* Booking clients on to courses and training
* Assisting with basic clerical tasks such as photocopying and scanning
* Ensuring promotional materials are kept well-stocked and tidy
* Maintaining the presentation of the reception area
* Signing for and distributing post
* Maintaining the tea and coffee making facilities

**Skills, Experience & Qualities**

* People-focused with a naturally friendly and approachable manner
* Good interpersonal skills with the ability to communicate calmly and effectively with a diverse range of people
* Non-judgmental and sensitive to the challenges clients might be facing
* Ability to take initiative and work independently within a wider team
* Able to maintain professional boundaries and work in line with the values and procedures at Works for Us
* Experience working in customer-facing roles welcome but not essential

**Would You Like to Know More?**

If you’d like to know more about this role or to register your interest, contact Natasha at [n.evans@worksforus.org.uk](mailto:n.evans@worksforus.org.uk). Alternatively, ring 01908 200186 for further details.