



## Volunteer Role: Receptionist

**Volunteer Purpose:** To greet and direct visitors to our Retirement Living Scheme, notifying Midland Heart personnel of visitor arrival. To answer and direct phone calls to the scheme, maintaining customer confidentiality at all times.

**Reporting to:** Scheme Manager

**Disclosure level:** Standard

### Key Volunteer Responsibilities:

- Greeting and welcoming guests as they arrive at the scheme.
- Direct visitors to the appropriate person and office.
- Answer, screening and forward incoming phone calls, maintaining customer confidentiality at all times.
- Ensure reception area is tidy and presentable.
- Provide basic and accurate information in-person and via phone.
- Receive, sort and distribute daily mail/deliveries.
- Maintain scheme security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges).

### Role Specific Skills & Behaviours

- Ability to maintain customer confidentiality at all times, in-line with GDPR and Data Protection Act 2018.
- Solid written and verbal communication skills.
- Professional attitude.
- Ability to be resourceful and proactive when issues arise.
- Excellent organizational skills.
- Multitasking and time-management skills, with the ability to prioritise tasks.
- Ability to provide excellent customer service.