

**Volunteer Role Description**

**Title: Reception Volunteer**

**Purpose:** We are looking for a volunteer to help run our reception desk at ShelterBox HQ in Truro. The reception and visitor centre team aims to provide a warm welcome and efficient service to staff and handle incoming enquiries. You’ll also be welcoming people to our visitor centre and dealing with gift shop sales. It’s a fun role right at the heart of the organisation and you’ll be uniquely placed to learn all about ShelterBox.

**Tasks:**

* Handling and transferring incoming calls using our switchboard
* Welcoming visitors to the building and meetings and issuing ID badges
* Welcoming people to the visitor centre
* Processing gift shop sales and donations
* Sorting incoming post
* Other ad hoc administrative tasks
* Closing down the building at the end of the day

**Skills & Qualities:**

* You need to be friendly and outgoing and enjoy meeting people from all backgrounds
* Confident and experienced at working in a public facing role
* IT literate and confident with a range of IT applications (training will be provided)
* Ability to use a switchboard
* Confident using a till and credit card sales device

**Time Commitment:**Reception is open from 9am-5pm Monday-Friday. We are asking for a regular commitment of half a day (4 hours) per week; either 9am-1pm or 1pm-5pm.

**Location:**Visitor Centre, Falcon House, Charles Street, TR1 2PH

**Staff Contacts**:

Andy Bramwell, Visitor Centre Manager – [andybramwell@shelterbox.org](mailto:andybramwell@shelterbox.org)

John-Paul Dodwell, Receptionist – [johnpauldodwell@shelterbox.org](mailto:johnpauldodwell@shelterbox.org)