

VOLUNTEER ROLE DESCRIPTION – Receptionist/Data Entry

1. To assist all walk in clients and refer them to the necessary people/organisations for further help.
2. To assist in the running of the Melin Advice Centre on a daily basis, namely:
 - Answering telephone calls – directing clients to the relevant person, taking messages as required.
 - To assist the MCC Board of Directors as required.
 - To hand out dog waste bags as required to walk in clients
 - To record all messages taken in the Messages Booklet.
 - To record all room hire bookings in the diary with contact details for billing purposes.
3. To assist the Volunteer Co-ordinator in obtaining the necessary paperwork to complete the daily tasks.
4. To ensure all paperwork is correctly placed for the Finance Officer to file/complete.
5. To handle sensitive information in a professional and confidential manner.
6. To work as part of a team on site and at other times
7. To take the opportunity when available to carry out duties off site helping the staff and Volunteer Co-ordinator deliver sessions in libraries and other locations.

In the first instance your role will be to cover the Reception at the Melin Advice Centre and this is likely to include periods when the Admin/Finance Officer is not present. We work in partnership with various organisations so interagency working will play a great part in enhancing your volunteering experience.

Your supervisor will be the Admin/Finance Officer under the direction of MCC Board Members.

- The office contact number is: 01639 683259.
- The volunteer hours will flexible 3 hours a week –subject to requirement.