

Volunteer Role Description



Role Title
Front of House Volunteer
Purpose of the role
To provide support at Front of House at our Head Office. This is an opportunity to be directly involved in our work, in a role that supports our existing reception and administration staff.
Type of work the role will be involved with
<ul style="list-style-type: none">• Providing a friendly and welcoming first contact over the telephone and to visitors to the office.• Take telephone enquiries and pass messages to relevant staff within the Trust.• Assist admin. Staff with incoming and outward post.• General clerical duties in support of the Trust.
Skills and abilities you will be using in your role
<ul style="list-style-type: none">• Friendly, outgoing personality, with good communication skills.• The ability to cope with a variety of demands on front of house from visitors/staff and via phone calls.• Computer skills would be an advantage.• You will need to be flexible in the role and have good organisational skills.
You will be based at:
Dorset Wildlife Trust Head Office, Brook lands Farm, Forston, Dorchester, and Dorset. DT2 7AA.
Times/days we would like you to be available (Minimum time commitment)
Ideally a regular weekday (morning 9-1/afternoon1-5/all day 9-5) but there will be flexibility in commitment.
Benefits to you
<ul style="list-style-type: none">• Making a positive contribution to the customer service provided by Dorset Wildlife Trust.• A chance to learn more about our work and engage with staff across the Trust.• Join a friendly team.
Your supervisors
Administration Assistant and Office Administrator.
Training/competencies available for this role
Training relevant to the role will be provided. There will be opportunities to attend in-house training offered to the reception and administration team staff.
Notes/special requirements
An interest in wildlife and the environment would be useful but a willingness to learn is more important