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**Volunteer Receptionist**

**This role includes the following tasks:**

* Welcome clients coming into the bureau reception area.
* Explain how the service operates to clients.
* Provide information about the CAB and other advice services to clients from a diverse range of backgrounds and cultures.
* Work collaboratively with other colleagues involved in the advice work process and liaise with advice staff regarding support for individual clients.
* Provide a service that is based on sensitivity and respect for clients.
* Acknowledge children and / or any special needs and take appropriate action.
* Maintain confidentiality about clients and their contact with the bureau.
* Consult the advice service supervisor appropriately.
* Work within agreed bureau systems and procedures.
* Answer the telephone and refer calls or take messages.
* Process client information collected at the reception helpdesk, e.g. Petra day sheets.
* Provide client with information where appropriate, including details of other agencies, and point out leaflets / factsheets from public information website.
* Regularly check that client information leaflets and posters are up to date.
* Create, maintain and archive paper and electronic filing systems in accordance with the bureau’s systems and procedures.
* Monitor the reception email account and forward emails to appropriate staff.

**Personal skills and qualities that a receptionist needs:**

* A commitment to the aims and principles of the CAB service.
* Excellent communication skills.
* Being open and approachable.
* Ability to communicate clearly both orally and in writing.
* Ability to sift through information and extract what is relevant.
* Basic mathematical skills, including percentages.
* Respect for views, values and cultures that are different to their own.
* An understanding of why confidentiality is important.
* Being open to using computers on a regular basis.
* A positive attitude to self-development and assessment.
* Ability to work as part of a team.
* Ability to recognise their own limits and boundaries in the role.