

Volunteer

Reception Assistant

Recruitment Pack

St Andrew's Community Network

☎ +44 (0) 151 226 3406

✉ hello@standrewslive.org.uk

🌐 standrewslive.org.uk

Charity Number: 1105307 | Company Number: 4918017



Why volunteer with us?

The work we do changes lives. We're a group of skilled, dedicated people driven by our commitment to design out poverty in the communities we serve. Join us on our mission.

If you want to see lives changed for the better, whilst genuinely developing your own skills, then St Andrew's Community Network is a rewarding place to be!

We pride ourselves on a fun and supportive culture, where we value you as a whole person and offer opportunities for you to grow.

Who are we looking for?

If you are you passionate about making a difference in the lives of those who are experience poverty, we could be the next stop on your volunteering path.

We are seeking a highly motivated and passionate individual to join our experienced and dedicated team to support the operations team as the first port of call to our headquarters in Clubmoor, Liverpool.

We are seeking an individual who we can rely on to create a good impression, above anything else you'll need to have a good rapport with many different types of people helping them to feel welcomed, looked after and at ease.

To apply, please complete the application form online. Please also take the opportunity to complete the Equal Opportunities, although this is optional.

Completed applications should be submitted as soon as possible. **We are actively recruiting** and will be **interviewing on a rolling basis** until we find the right candidate.

If you have any queries or require any more information, please contact our [Operations Team](#), or phone the office on 0151 226 3406.

St Andrew's Community Network

☎ +44 (0) 151 226 3406
✉ hello@standrewslive.org.uk
🌐 standrewslive.org.uk

Charity Number: 1105307 | Company Number: 4918017



Role Description

Role: Volunteer Reception Assistant

Purpose of the post: To be the first port of call for any visitors to our headquarters in Clubmoor.

Main Point of Contact: Chief Operations Officer

Hours: Initially 1 day per week, flexible to suit personal circumstances

Period of Contract: Permanent Volunteer (with development opportunities)

Location: This post will be based at our organisational office at 16 Larkhill Lane.

Specific requirements for this role

The Volunteer Reception Assistant will:

- Answer the telephone, take and relay messages
- Greet visitors in a welcoming and friendly manner, offering them refreshments, and directing them to the right location
- Monitor those entering and exiting the building
- Keep the welcome area tidy
- Provide information about the work of St Andrew's Community Network
- Provide assistance at Network events
- Provide general clerical and administrative support as required

General Responsibilities:

Undertake other such duties as maybe required, especially in support of the other activities delivered by St Andrew's Community Network.

Requirements of all St Andrew's Community Network Team Members

St Andrew's Community Network

☎ +44 (0) 151 226 3406

✉ hello@standrewslive.org.uk

🌐 standrewslive.org.uk

Charity Number: 1105307 | Company Number: 4918017



Help to achieve our charitable objects; strategic aims and priorities contributing your skills and experiences to varied aspects of what St Andrew's Community Network does by:

- Working to St Andrew's Community Network's values: **Welcome** - Embracing diversity with dignity and respect. **Hope** - Helping each other discover alternative choices and new opportunities. **Empowerment** - Walking alongside people at their pace to help them achieve their goals. **Excellence** - Dedicated people doing exceptional things. **Love** - Building relationships, family, friendship and faith.
- Increasing the membership of the network, and to direct members and partners to additional areas of support from within the team.
- Where needed, undertaking standalone projects that further the aims of St Andrew's Community Network.
- Actively contributing to, promote and galvanise support for St Andrew's Community Network's organisational priorities internally and externally including research, campaigns, comms and marketing, fundraising, policy and best practice.
- Recording, monitoring and evaluating your work in accordance with the operational plan for the organisation to evidence the impact of the work (e.g., using our databases, Impact stories etc)
- Contributing to making St Andrew's Community Network a great place to work, one that is inclusive and sees the potential in us all.
- Working to combat all forms of discrimination, and to ensure that the principles of equal opportunities and social justice are implemented in all work undertaken on behalf of St Andrew's Community Network. To promote this to other organisations we work with and to help combat discrimination, disadvantage and poverty in the places we serve.

Health and Safety, Safeguarding and data protection

- To ensure you deliver best practice in Safeguarding, and any safeguarding concerns are raised as per our policy.
- To be responsible for own health and safety and that of colleagues, in accordance with the Health & Safety at Work Act and relevant EC Directives, including reporting any health and safety hazard immediately that it becomes apparent.
- To work in accordance with the Data Protection Act and to ensure all Data Protection problems are reported to the COO.

St Andrew's Community Network

☎ +44 (0) 151 226 3406

✉ hello@standrewslive.org.uk

🌐 standrewslive.org.uk

Charity Number: 1105307 | Company Number: 4918017



To carry out the above duties, and any other duties commensurate with the responsibilities of the post which may reasonably be required, in a manner which actively supports and promotes St Andrew's Community Network's values, aims and policies.

Person Specification

Key skills and experience

Read and write to a reasonable level

Relate well to the public and communicate clearly

Patience with those who are unable to communicate clearly or less confident

Represent The Network in a professional manner

Able to work according to volunteer policies and procedures

Personal attributes

Agree and support the Christian values of St Andrew's Community Network

Ability to work unsupervised, under pressure and to deadlines

Ability to work as part of a team

Honesty and integrity

St Andrew's Community Network

☎ +44 (0) 151 226 3406

✉ hello@standrewslive.org.uk

🌐 standrewslive.org.uk

Charity Number: 1105307 | Company Number: 4918017

