



Northmoor Community Association Volunteering Role Description Community Centre Receptionist

About Northmoor Community Association

Northmoor Community Association (NCA) is an independent charity set up by the local community in 2000, based in Longsight, Manchester; it is made up of two parts: Northmoor Community Centre and Social Enterprise Northmoor Community Laundrette. NCA is run with an emphasis on relieving poverty, promoting health & wellbeing, advancing skills & learning and enhancing the quality of life for the people who engage with us and use our services - this is a reflection of our mission and volunteer designed and community endorsed logo. Today the NCA is an integral part of a diverse community that is tackling multi levels of deprivation and we fulfil our mission by offering a wide range of services and activities for all ages, all of which are delivered by a dedicated team of staff and volunteers who have a variety of skills and knowledge. The majority of services we offer are free of charge so we rely on many different sources of funding to keep the services open; we also host a range of other free services that are delivered by other local charities or partner organisations.

Description of the role

The receptionist is the first face residents see when they come in, so we are looking for a volunteer who can be friendly, welcoming and helpful to the people who use the centre. We are a busy centre so there are regular phone calls to answer and some admin tasks to complete.

Main Tasks

- Answering the door intercom, letting people in, ensuring they sign in and out
- Providing customer service to residents: welcoming them, directing them to the right room
- Answering the phone, dealing with the request or transferring the call to the right staff member
- Being aware of the activities going on each day so as to inform the residents who enquire
- Using our directory of local services to signpost residents to a service they need that we don't have
- Checking the room bookings on the booking website
- Administrations tasks such as data entry on excel spreadsheets and filling in online logs

Skills, Experience and Qualities needed

- Good listening, communication and English Language skills for interacting with residents
- Good level of computer skills including: Word, Excel and using the internet
- To be polite, friendly, helpful and patient
- To be able to work flexibly and adapt to the varying needs of the residents
- To be able to take direction but also work from your own initiative
- To work well as part of a diverse team
- A commitment to Equal Opportunities, treating all individuals equally and with respect
- An understanding and commitment to Confidentiality, Safeguarding and GDPR standards

Commitment

Volunteers usually volunteer on one 3 hour session a week; you can volunteer on more than one session a week, but we recommend starting off on just one.

Monday 09:30-12:30 (all year round)

Tuesday 09:30-12:30 (all year round)

Thursday 09:30-12:30 (all year round)

Friday 09:30-12:30 (all year round)

Monday 15:30-18:30 (only during school term time)

Tuesday 15:30-18:30 (only during school term time)

Wednesday 15:30-18:30 (only during school term time)

Thursday 15:30-18:30 (only during school term time)

Inductions and Training provided

A full volunteer induction and introduction into the role. You would not be expected to fulfil all aspects of the role immediately; there is the opportunity to shadow staff and other volunteers and learn over time.

We provide the following online training free which needs to be completed within your first month. They are industry standard courses that you gain a certificate for on completion. You can work on the courses during your volunteering session when it is quiet.

- GDPR (Data Protection) (Essential - to be completed within 1 month of starting)
- Safeguarding for Everyone (Essential - to be completed within 1 month of starting)
- Health and Safety in the Workplace Level 1 (aspirational)
- Diversity Training (aspirational)

The Benefits

- You will be paid out-of-pocket expenses such as bus fare
- We provide a professional reference for you after completing 30 hours over 3 months
- You can take advantage of all the free courses, training, events and services we have here at the centre
- You can gain valuable experience which will help improve your job prospects
- You will be invited to all the staff and project meetings and have your thoughts and suggestions heard
- You will meet other volunteers and can be part of the Volunteer Steering group
- You will be celebrated as a volunteer in our Volunteer Celebrations twice a year
- You will feel a sense of reward at helping your local community and meeting a diverse range of people

Interested?

You can arrange to do a 'taster' session, to see if the role is suitable before you commit to being a volunteer.

Speak to Volunteer Coordinator Fiona to arrange a taster session or to ask a question:

Call: 0161 248 6823

Email: Fiona@northmoorcommunity.org

Website: www.northmoorcommunity.co.uk

Address: Northmoor Community Centre,
95-97 Northmoor Road (entrance on Elgar Street),
Longsight,
Manchester,
M12 5RT



We can make reasonable adaptations to this role to meet your learning and support needs
You have a right to refuse demands that are beyond the stated and potential scope of the role