



### **Volunteer Role Description**

**Role Title:**

Reception Admin Support

**Reporting To:**

Commercial Business Executive

**Location:**

Kenward Place, Yalding

**Time Commitment:**

At least one day a week

**Principal Function:**

To assist with answering the phone, taking in bookings for our activities or taking messages for other departments.

To support the Alpaca Carer Team with sales in the cafe and charity shop and help members of the public to sign in for their experiences.

**Duties:**

- To welcome and serve customers professionally and cheerfully taking payments accordingly both in the cafe and charity shop.
- To answer the phone, assisting the general public with bookings, or referring them to different departments of the Trust.
- To help individuals sign in to their walks.

**Personal skills/qualities required:**

Professional, friendly and flexible team player.