

## **Volunteer Role Description**

### **About Us:**

*The Orpheus Centre is a specialist further education college and charity working to support young disabled adults, who are passionate about the arts, to achieve their potential and lead independent lives.*

*Set up by musician and songwriter Sir Richard Stilgoe, Orpheus offers learning, supported housing and personal care on the same site in Godstone, Surrey.*

### **Volunteer Role:**

#### ***Receptionist (ad hoc)***

***To cover sickness and holiday on an ad hoc basis.***

***Shifts are morning (9am to 1pm) and afternoon (1pm to 5pm)***

### **Why volunteer:**

Through volunteering with us you will gain a greater sense of purpose. You will be the first point of contact for people who are visiting or calling the centre.

Our reception desk is run by a team of friendly volunteers who cover at least one shift per week. As a receptionist you will assist with:

- Answering the telephone and transferring calls
- Monitoring reception emails and dealing with any queries
- Dealing with the post
- Checking visitor information before they enter the reception by using the intercom
- Signing visitors in and out and making sure visitors are escorted at all times and are given the appropriate lanyard
- To be vigilant when our students are accessing the reception area and they do not exit out of the doors unless they are accompanied by a staff member

If you are someone who is reliable, an excellent communicator, have a friendly and enthusiastic personality and committed to helping, as well as being kind, caring and confident answering the telephone and using Microsoft Outlook & Word, then this could be the role for you.

You will have a mentor who will help and guide you when you first start volunteering at Orpheus.

### **Training:**

Role relevant training, including Equality, Diversity and Inclusion and Safeguarding will be given prior to start date. There is also the opportunity to attend our Learning Support training.

On-going support will be available throughout your time at Orpheus.

### **Benefits/What you'll get:**

- Experience of volunteering in an education setting.
- Working within a team as well as independently.
- The opportunity to meet new people and having fun.
- Develop confidence, empathy, listening and communication skills through working with our students.
- Gain experience in the charity sector.
- Opportunities to volunteer at other fundraising or on site events at Orpheus.
- Free on-site parking and expenses claimed back.
- Discounted lunches.
- Volunteer social events, like our Volunteer tea party.

### **Safeguarding:**

Orpheus is committed to safeguarding and promotes the welfare of all service users. We are committed to the promotion of equal opportunities.

This post is classed as having a high degree of contact with vulnerable adults and is exempt from the Rehabilitation of Offenders Act 1974. It is therefore subject to an Enhanced disclosure through the Disclosure Barring Service (DBS).

**Equality & Diversity:**

- To enforce the zero tolerance policy of all forms of victimisation, discrimination and harassment in the workplace.
- To be tolerant of differences and use respectful language.
- Ensure professional standards and boundaries are clear.
- To treat everyone respectfully.

**Application Process:**

Please apply via our website: [www.orpheus.org.uk/volunteering](http://www.orpheus.org.uk/volunteering)

Once your application has been received it will be reviewed, you may then be invited in for an informal interview.

Your references will be checked and you will need to complete the online DBS application before bringing the relevant documents in to be checked.

You will then need to attend all of our training. This can all take 4-6 weeks to be completed before you start volunteering with us.

We look forward to hearing from you.