**Volunteer Role Description**

Thank you for your interest in volunteering with Sight Support West of England! We rely on the help and dedication of volunteers to support the wide range of services that we provide, and we recognise the huge contribution our volunteers make to the effectiveness of our organisation.

**Role:** Reception and Services Support

**Location:** Bristol

**Purpose:** We are looking for an organised and friendly team player to provide reception and admin support to the Services Team in our Bristol office. As the first point of contact for clients accessing our service, the role will involve greeting visitors, answering the phone, data entry, ensuring resources are kept up to date, general research tasks, and sending out mail to members.

**Additional location information:**

The Vassall Centre, Gill Avenue, Bristol BS16 2QQ

**What you will be doing?**

You can expect to fulfil some (or all) of the following tasks:

* Welcoming clients and visitors to our Resource Centre
* Ensuring resource information is kept up to date and equipment is checked and cleaned
* Answering and making telephone calls, including registering new clients and making scheduled catch-up calls
* Inputting data into our client management database
* Assisting the team with a variety of admin and research tasks
* Demonstrating daily living equipment to visitors to the centre (training will be given)
* Other ad hoc duties as required

**What skills and experience are needed?**

* Friendly patient and approachable
* Comfortable in a public-facing role
* A good knowledge of Microsoft Outlook, Word, and Excel
* Comfortable talking and listening over the telephone
* Good attention to detail
* Good team player

**What will you gain from the role?**

* The knowledge that you are contributing to the smooth running of the advice service, which makes a real difference to the lives of people living with sight loss
* Transferrable skills and experience in the areas of communication, IT, advice and guidance and team working.
* Experience of working with a range of different people
* Experience of working within a friendly team

**What support will be given?**

* Induction
* Understanding Sight Loss
* Expenses
* Supervision and support from the Volunteer Coordinator
* Additional training as appropriate

**When will you be needed?**

This can be flexible to fit around you.

**How often will you be needed?**

A minimum contribution of 3 hours per week

**References**

Two references required prior to starting in role