**Title of Role:** Volunteer Receptionist

**Hours:** Flexible (Tues – Fri, 09:00 – 17:00)

**Location:** Cerebral Palsy Cymru Therapy Centre, Llanishen

**Reports to:** Volunteer Coordinator

**Job outline:**  As Volunteer Receptionist, you will be the first face visitors to our therapy centre see. Your responsibilities will include welcoming and signing in visitors, providing refreshments, and maintaining the reception area.

**Duties and responsibilities:**

* Customer service: being the face of our children’s centre and making all visitors feel welcome and comfortable.
* Cash handling: taking payment for items on-sale in our reception area.
* Handling post: making post ready to be sent out daily and sorting post received at the centre daily.
* Housekeeping: this will include maintaining general tidiness, helping therapists clean up after appointments, checking therapy room and reception stock levels, ensuring facilities for public use are well-stocked and presentable, maintaining toy cupboards, and some more general housekeeping duties between appointments.

**Person specification:**

* Passion for the Charity's mission, a desire to make a positive impact and commitment to Cerebral Palsy Cymru’s values, purpose, and environment.
* Excellent interpersonal and communication skills.
* Reliable, punctual, and responsible.
* Ability to work independently and as part of a team.
* Basic math skills for cash handling.
* Willingness to learn and adapt to new tasks.
* Self-motivated; able to work with the minimum of supervision.
* A can-do attitude; positive team player.
* Some customer service or reception experience is helpful, but not essential.

**Benefits:**

* Gain valuable experience in customer service and reception work.
* Contribute to a meaningful cause and make a difference in the community.
* Develop interpersonal and teamwork skills.
* Become part of a supportive and friendly volunteer community.
* References and recognition for your volunteer work after three months.
* Tempo Time Credits.

**How to apply:**

Please contact the volunteering team at volunteering@cerebralpalsycymru.org to register your interest.

We welcome Welsh-speakers and applications in Welsh.

**Please be aware: Volunteers in our children’s centre are required to undergo a basic DBS check, which will be organised by the Charity.**