



Reception Volunteer

Location	Suffolk Refugee Support office
Day and time	Wednesday mornings 10am – 1pm
About this role	You'll be answering the phone, welcoming visitors and supporting with general admin and office tasks. <i>Please note, this role involves going and up down stairs.</i>
Responsible to	Advice Service Manager
Main tasks	To be available on a weekly basis to: • Answer the phone and pass on messages • Monitor the answerphone • Answer the door and welcome visitors • Update the office database • General admin tasks

We ask all our Staff, Volunteers and Trustees to undergo a DBS check and Safeguarding training which will be provided and paid for by SRS

Personal qualities

- Able to attend weekly on Wednesdays 10am – 1pm
- Excellent written and spoken English
- Ability to communicate with people who don't have strong English
- Lived experience as a refugee or asylum seeker is desirable but not essential
- Confident in IT, experience with CRM packages or willingness / ability to learn
- Attention to detail
- Experience or strong awareness of GDPR and how to handle sensitive data
- Empathy and understanding of issues around refuge and asylum
- Lived experience of asylum or refugee status is helpful but not essential

What you'll get out of volunteering

- Be part of a friendly and supportive team
- Develop strong communication skills
- Gain or use your knowledge of the challenges facing refugees and asylum seekers and of charity operations
- Enhance your CV with impactful volunteering that creates positive change
- Meet people from diverse backgrounds
- Experience the rewards of helping others rebuild their lives in Suffolk