



Reception Volunteer

Day and time

Mondays, Tuesdays, Wednesdays or Fridays
10am – 1pm

Mondays or Tuesdays 2pm – 4.30pm

About this role

Suffolk Refugee Support are an independent charity whose purpose is to ensure that asylum seekers and refugees in Suffolk are enabled to live integrated, fulfilled and contributing lives in their new communities.

You'll be answering the phone, welcoming visitors and supporting with general admin and office tasks.

Please note, this role involves going and up down stairs.

Location

Suffolk Refugee Support office, Ipswich

Responsible to

Advice Service Manager

Main tasks

- 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
- 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

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