



### Volunteer Role: Reception and Admin Volunteer

<b>Support Person</b>	Laurie Harper – Supporter Engagement Manager
<b>Location</b>	The Manor House, Great Cambourne. The Trust’s main HQ
<b>Role Purpose</b>	To give a warm welcome to all our visitors to the office. To support the day-to-day reception of general office administration tasks.
<b>Specific Tasks</b>	<ul style="list-style-type: none"> <li>• Being the first point of contact between the public and the staff visiting the office.</li> <li>• Answering the phone and the front door, processing post and receiving parcels, making up membership packs, scanning, post etc.</li> <li>• Assisting with general computer-based tasks.</li> <li>• Keeping The Manor House reception area and meeting rooms clean and tidy with up-dated retail stock.</li> <li>• Completing regular basic checks of The Manor House offices such as lighting and fire alarm tests.</li> </ul>
<b>Skill and Qualities needed</b>	<p>We’re wild about inclusion! We want our volunteers and staff to be as diverse as wildlife. As an inclusive employer we recognise that our workforce needs to better reflect the communities in which we live and work. We actively encourage applications from people of all backgrounds, identities and cultures. We believe that a diverse workforce will help us create our vision of ‘people close to nature, with land and seas rich in wildlife.</p> <p>Volunteers will come from a wide range of backgrounds and will have many different qualities and skills. Essential skills and qualities for this role are:</p> <ul style="list-style-type: none"> <li>• A local connection</li> <li>• An interest in and enthusiasm for wildlife</li> <li>• A team worker with initiative</li> <li>• Good communication skills</li> <li>• Reliable and hardworking</li> <li>• A friendly and welcoming nature</li> <li>• Basic computer skills and at ease using the internet</li> </ul>
<b>Commitment</b>	We are looking currently for an individual(s) who can cover the reception area on Tuesdays and Thursdays between 9.00am and 2.00pm (or part thereof).
<b>Support and Training</b>	<p>You will be given regular guidance and support by you staff colleagues. Relevant training will be identified and offered. This may include:</p> <ul style="list-style-type: none"> <li>• Customer Service Training and Telephone Etiquette</li> <li>• IT and Office Systems Training</li> <li>• Data Protection and Confidentiality</li> <li>• Health and Safety Training</li> <li>• Equality, Diversity, and Inclusion</li> </ul>

<b>Expectations of WTBCN Volunteers</b>	<ul style="list-style-type: none"> <li>● Punctual, Enthusiastic and willing to learn from colleagues</li> <li>● Commitment to attend training offered</li> <li>● Willing to work as part of a team</li> <li>● Contribute to the safety, welfare and enjoyment of visitors to the Manor House</li> <li>● Sign the Volunteer Agreement</li> </ul>
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**Reception and Admin Volunteer at The Wildlife Trust BCN Headquarters**  
**What is it like to work here?**



This role offers the opportunity to learn more about the work of the largest local wildlife conservation charity, the Wildlife Trust BCN. It also offers the opportunity to develop administration and customer facing skills and confidence, and to work with a team of staff and volunteers with a diversity of knowledge and skills. It is a very friendly but professional environment.

Diversity of the role

Although the role is admin based and most of your time will be spent in the office at the reception area, there are opportunities to get involved with various projects, making the role incredibly diverse. A list of jobs you could be doing outside of reception may include:

- Helping to proofread our members magazine
- Organising meetings
- Helping to run events at the Manor House
- There are also opportunities to go out to our nature reserves with our conservation staff, or to help with family events with our community team.

Great Facilities

You will be working out of a fantastic, modern office with your own desk, computer and telephone line based at the main ground-floor entrance. Our conservation staff, Environmental Records Centre, toilets and meeting rooms are in separate areas on the ground floor, and our Executive Board, Finance, Fundraising, Supporter Engagement, IT and Communications Teams are based in the open-plan first floor office. There are stairs to the upper level of the building and access to all areas on the ground floor are level or ramped. Outside the offices are lovely gardens front and back with seating area, and a workshop where our Reserves and Wider Countryside keep all the tools, machinery and equipment required to carry out practical conservation work. There is also a communal kitchen on the ground floor for breaks which becomes a lively hub of chatter at lunchtimes.

Supportive Colleagues

The Supporter Engagement team is a small and supportive group with many years of experience and knowledge to share.

**The Team:**

