

## **Front of House and Administration Volunteer**

### **Manor Gardens and Hornsey Road Children's Centre**

#### **Role description**

#### **Reporting to the Centre Manager**

##### **Front of House**

- Be the first point of contact for visitors to our centres.
- Welcome visitors and families proactively.
- Ensure visitors have signed the visitor book .
- Signpost visitors to the relevant place.
- Assist visitors if they don't know where to go.
- Provide information about partner organisations, both on site and across Islington, to assist visitors with their needs.
- Answer the reception phone and forward calls appropriately or take messages.
- Keep the Reception areas clean and tidy and free from hazards.

##### **Administration**

- Ensure display leaflets, newsletters and posters are up to date and well stocked.
- Update the activities calendar.
- Ensure the information on the welcome screens is relevant and up to date.
- Input data from registration and visitor forms.
- Distribute vitamins and other hand-outs available in the Centre.
- Take in parcels and inform staff that they have arrived.
- Assist with the preparation of the daily post, in and out.
- Assist staff with laminating and binding.
- Assist with shredding of confidential waste.
- Carry out regular checks on stationary cupboard stocks.
- Keep administration sheets up to date and print out or circulate.
- Assist with setting up meeting rooms and refreshments and checking them afterwards.
- Assist with room bookings.
- Keeping ID badges for staff and volunteers up to date.
- Assist with the car park permit system.
- Maintain the First Aid boxes on site.
- Assist with weekly fire alarm testing.
- Assist the Centre Manager with collating finance information.