

# Volunteer Role



<b>Role Title</b>	Receptionist
<b>Purpose</b>	Welcoming all visitors to the Kent MS Therapy Centre and to deal with all enquiries.
<b>What you will be doing</b>	<ul style="list-style-type: none"> <li>• Welcoming visitors to the Kent MS Therapy Centre</li> <li>• Answering the Centre phone and dealing with face to face enquiries</li> <li>• Using the Northwood database to make and amend bookings</li> <li>• Updating the Northwood database</li> <li>• Filtering phone calls</li> <li>• Opening and recording post</li> <li>• Helping with general administrative tasks at the Kent MS Therapy Centre including answering the phone, photocopying and mail outs etc.</li> <li>• Handling money and issuing receipts</li> </ul>
<b>Skills, experience and qualities needed</b>	<ul style="list-style-type: none"> <li>• Very good verbal communication skills and listening skills</li> <li>• Has the willingness and patience to learn new skills</li> <li>• Has a friendly personality, positive attitude and good telephone manner</li> <li>• Basic knowledge of using a computer</li> <li>• Has the ability to work under pressure in a busy environment</li> <li>• Understands and respects confidentiality</li> <li>• Has the ability to work as part of a team and equally on their own initiative</li> </ul>
<b>When and where</b>	We are looking for someone who's willing to help out for at least one morning or afternoon per week at the Kent MS Therapy Centre, Merton Lane North, Canterbury CT4 7DZ.
<b>Support offered</b>	<ul style="list-style-type: none"> <li>• Initial training and induction</li> <li>• Dedicated line manager</li> <li>• Reimbursement of travel expenses</li> <li>• Insurance cover</li> </ul>
<b>What you could get out of it</b>	<ul style="list-style-type: none"> <li>• The opportunity to make a positive difference to people's lives</li> <li>• Job satisfaction</li> <li>• A positive and friendly environment</li> <li>• Training</li> <li>• Learning new skills and using existing ones</li> <li>• Meeting new people</li> <li>• References from management on your skills and experience</li> </ul>
<b>Other information</b>	<ul style="list-style-type: none"> <li>• An informal interview and induction will be held to find a suitable candidate</li> <li>• This role requires a good agreed level of IT skills</li> <li>• The role requires a good level of English language both written and verbal.</li> </ul>
<b>What to do if you're interested</b>	Complete the Volunteer application form and return it in the self-addressed envelope to: Jason Steelman, Centre Manager Kent MS Therapy Centre, Merton Lane North, Canterbury CT4 7DZ Or by emailing: <a href="mailto:manager@kentmstc.org">manager@kentmstc.org</a>