



Administrator/Receptionist

Volunteer Role Specification

The purpose of this role is to provide Administrative support to Kent MS Therapy Centre staff, welcoming all visitors to the Kent MS Therapy Centre and to deal with all enquiries.

What you will be doing

The key tasks included in this role are:

- Answering the Centre phone and dealing with face to face enquiries
- Taking payments and completing receipts
- Making and amending therapy bookings on Northwood database
- Mail outs
- Photocopying/Filing/Shredding
- Updating the Member contact details in the database
- Opening, Recording & Distributing post
- Compiling Centre information packs
- Giving tours of the Centre
- Assisting other staff as required
- Collating documents
- Counting collection tin income
- Specific project work
- Other general administrative duties
- General housekeeping duties

The ideal candidate will have a great range of skills, including strong computer skills, knowledge of MS Office and database experience; the ability to work in a busy environment, sometimes under pressure; the ability to work as part of a team and equally on your own initiative; flexibility and adaptability.

You will need the willingness and patience to learn new skills, a friendly personality, positive attitude and good telephone manner. Strong communication skills, an understanding of the importance of confidentiality are also very important.

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

Our current need is: Tuesday 1pm – 5pm and/or Wednesday 9am – 1pm.

In return you will be given training and support by our staff team and the opportunity to work in a positive and rewarding environment.

To apply please send CV and letter outlining how you meet the requirements of the role and send to Lucy Wiggins lwiggins@kentmstc.org via post to Kent MS Therapy Centre, Merton Lane North, Canterbury CT4 7DZ