

Your Volunteer Role:

# Reception Support Shrewsbury



## Volunteering at Crossroads Together

Crossroads Together is a registered charity with a vision for every carer to be recognised, supported and offered services to help them maintain their own health and wellbeing. Volunteers form a key part of our team and thereby make a valuable contribution to the support we offer. We have a number of volunteering roles and we work hard to match key skills to the right role to ensure our volunteers feel fulfilled within their role.

## What this role involves

Volunteering in our office in Shrewsbury, providing reception support including answering calls and administration duties. Helping to support the day to day running of the Shropshire Carers Service. This role gives you the chance to:

- gain valuable work experience within the charity sector
- develop your skills, particularly customer service and administration skills
- contribute to the work of the Charity to support unpaid carers

Our offices are open Monday to Friday, from 9am – 5pm. We offer flexible and part-time hours to suit your schedule, workload may vary according to projects going on at any time. We request a minimum commitment of 3 hours each week, for at least 3 months.

## What we are looking for

- ⇒ a warm and welcoming nature
- ⇒ good communication and organisation skills
- ⇒ ability to work flexibly and using own initiative
- ⇒ ability to be sensitive to the needs of our members
- ⇒ previous reception and or administration experience would be beneficial but not essential

Our office volunteers are offered a detailed induction followed by training specific to the role.

Opportunities for further training will be given as required.

Each volunteer will be appointed a staff contact who is responsible for general welfare and regular one-to-one meetings, so we can ensure you have the best possible volunteering experience.

## Contact Us

If you are interested in becoming a volunteer or simply want to find out more:

**Call Maria on 0330 124 4526 or email [volunteer@crossroadstogether.org.uk](mailto:volunteer@crossroadstogether.org.uk)**