



St Luke's Hub
West London Mission

Reception and Admin Volunteer

We are looking for enthusiastic and motivated volunteers to be a reception and admin volunteer, welcoming users into the hub and helping to ensure the hub runs smoothly.

What Will I Be Doing?

- Welcoming users into the hub, ensuring they sign in, showing them where to go and supporting the Hub management team
- Answering the telephone and dealing with queries or referring them to hub management
- Administrative support to the hub management team

Skills and Qualities Required

- Enthusiasm
- Confidence and a self-starting attitude
- Reliability, ability to work as part of a small team and a willingness to learn
- An open mind and an understanding that users may display challenging behaviour is essential
- Reception / administration experience would be excellent, but is not essential.

Other Requirements

- Attend training as requested
- Respect client confidentiality at all times in line with the confidentiality policy
- Attend supervision with your allocated supervisor
- Adhere to West London Mission and Haven policies and procedures

Time Commitment

- We would like volunteers to be with us at least one day a week. This could either be a whole day or split over two (for example two mornings a week).
- Exact days and hours can be discussed on application
- We envisage that volunteers will stay with us for at least 3 months

What Support Will I Receive?

- Full induction and training
- A named supervisor and support from all of the staff team
- Ongoing training as required
- Out of pocket expenses will be reimbursed for reasonable travel costs to and from The Haven or any other travel undertaken as part of your volunteer role. Lunch is provided in the project; however lunch expenses will be covered if you are out of the building on volunteering duty.

What Will I Gain From The Placement?

- You will gain experience of working with vulnerable people with multiple needs, and an understanding of their support needs and the potential challenges that working in this environment may present. You will also gain experience of working within a community setting and managing the needs of many partners and organisations.

Other Information

This is a volunteer role, not a paid position.

Volunteers will need to provide references and to undergo a DBS check.

West London Mission is committed to the promotion of equal opportunity and welcomes applications from all sections of the community.

Interested?

We recruit volunteers at various points throughout the year so please contact us for a chat.

For more information then please contact the St Luke's Hub Manager Sam Bedford on 020 7735 5802 or sam.bedford@wlm.org.uk