



12 Quay Street, Haverfordwest, Pembrokeshire, SA61 1BG

Volunteer Role Description

Role title: Front of House Volunteer	
Main purpose of role: To support front of house, reception and admin duties during opening hours.	
Department: Administration	Location: HaverHub HQ, The Old Post Office, Quay Street, Haverfordwest
Position reports to: Administration Manager	Position is responsible for: N/A

Main duties
<ul style="list-style-type: none">• To greet and welcome visitors and customers to HaverHub.• To be the first point of contact for all enquiries and booking queries via email or phone.• To take messages for the management and directors, and pass them on as appropriate.• To assist with typing minutes, letters, booking confirmations and other documentation as needed.• To help with maintaining filing systems.• To record all necessary information on online booking systems, training for this will be provided.• To maintain high standards in the office and reception area, ensuring it is presentable and tidy at all times. <p>Volunteers will be given flexibility over the tasks detailed above, and the role can be tailored to suit the experience of the individual. Additional tasks can be identified depending on skills and interests.</p>

Last updated: 25/03/2021

Date of next review: 25/04/2021

Person Specification

Role Title: Front of House Volunteer

Department: Administration

The below person specification is purely a guide for the qualifications, experience and skills that would be beneficial for the voluntary role available. Training will be provided where needed.

Factor	Essential	Desirable
Qualifications		
▪ Reading and writing skills	✓	
Relevant experience		
▪ Working well within a team.	✓	
▪ Use of IT equipment and software		✓
▪ Excellent customer service		✓
▪ Dealing with customers face-to-face, over the phone and via email		✓
▪ Hands on experience with office equipment (e.g. photocopier)		✓
Aptitude, skills and abilities		
▪ Knowledge of Microsoft Office		✓
▪ Good numeracy and literacy skills	✓	
▪ Aware of when to seek help and advice	✓	
▪ Support and ensure that COVID-19 safety measures are adhered to	✓	
Personal attributes		
▪ Passionate about making a difference	✓	
▪ Commitment to HaverHub values	✓	
▪ Welsh speaker		✓

Please contact us if you would like to have an informal conversation, if have any questions or if would like to arrange a visit.

We welcome correspondence in English and Welsh.

Name: James Cordell

Title: Volunteer Coordinator

Email: recruitment@haverhub.org.uk