# Thanet District Volunteer Role Description

**Role Title:** Business support/receptionist  
**Reports to:** Senior Early Help Worker and/or Mentor  
**Placement:** Across Thanet

## Main Duties:

- To support the team with administration tasks  
- Assist with reception/clerical duties – filing and photocopying  
- Keep the reception area tidy and safe  
- Support the team to create a welcoming environment within the Centre - Update noticeboards and displays, Setting up rooms for meetings, tidying rooms  
- Welcome parents/carers and other visitors into the centre  
- Signing people in and out of the building  
- Answering the telephone, transferring calls and taking messages  
- Register families with the Childrens Centre  
- Promote Thanet Childrens Centre’s groups and services to parents/carers  
- Attend regular meetings with the team

## Knowledge, Skills and Understanding:

- Good IT and computer skills (including knowledge of Microsoft Outlook and Word)  
- Understanding of Children’s Centres (Early Help and Preventative Services) or a willingness to learn  
- Positive approach and a ‘can do’ attitude  
- Excellent organisational skills  
- Excellent attention to detail  
- Ability to understand and follow Kent County Council Policies and procedures  
- Ability to manage own time and work autonomously

## Volunteer commitment Requirements:

- This role is flexible but would require availability all year round – there will be regular work but also times when you might be called upon at short notice  
- Enhanced DBS check  
- Commitment to undertaking a volunteer programme  
- Commitment to attend own supervision sessions  
- Commitment to attend meetings relevant to your role throughout the year  
- Other training may also be available as identified in Personal Development Plan