

## Volunteer Person Specification

**Role Title:** Admin & Reception Volunteer  
**Department:** Quay Place  
**Date:** April 2019  
**Role Summary:** To assist staff with reception and admin duties at Quay Place which is a heritage centre and open to members of the public, Suffolk Mind staff and various group and individual activities.

### Main Duties and Responsibilities:

- Meet and greet visitors
- Help with questions from members of the public and people attending appointments and activities
- Assist with basic admin duties using Microsoft Word
- Photocopying and putting packs together

**Days/hours for role:** Flexible: hours between Mon – Fri 1pm to 5pm. One shift per week.  
**Location:** Quay Place, Ipswich  
**DBS Check Applicable:** No

<i>Attributes</i>	<i>Essential Criteria</i>	<i>Desirable Criteria.</i>
<i>Skills and Abilities</i>	<ul style="list-style-type: none"> <li>• Organised approach to work</li> <li>• Familiar with Outlook, MS Word</li> <li>• Manage workload to make best use of time</li> </ul>	
<i>Knowledge and Experience</i>		<ul style="list-style-type: none"> <li>• Previous experience in an administrative role</li> </ul>
<i>Attitudes and Values</i>	<ul style="list-style-type: none"> <li>• A positive approach and can do attitude</li> <li>• Friendly and Approachable</li> <li>• Willingness to learn</li> <li>• Commitment to the values of Suffolk Mind</li> <li>• To be mindful of the importance of confidentiality, tact and discretion at all times</li> <li>• Ability to work in a busy open-plan environment</li> </ul>	

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