

Volunteer Receptionist (Community Hub)

Location: Local Hub, 5 Pinewood Place, Knottingley, WF11 0QH

Reports to: Kaylee Thompson, Community Development Worker

Hours: Flexible (typically a few hours per week on agreed days, mornings or afternoons)

No previous experience necessary

Role Overview

As a Volunteer Receptionist, you will be the first point of contact for visitors to the community hub. You will help create a warm, welcoming environment while supporting people who may be seeking advice, guidance, or local services.

Key Responsibilities

- Welcome and greet visitors in a friendly and professional manner
- Answer general queries and direct people to the appropriate staff or service
- Support basic sign-in or appointment processes
- Offer refreshments such as tea and coffee where appropriate
- Help maintain a clean, organised, and welcoming reception area
- Provide a listening ear and ensure visitors feel comfortable and respected
- Assist staff with light administrative tasks if needed

Skills & Qualities

- Friendly, approachable, and empathetic manner
- Good communication and listening skills
- Ability to remain calm and supportive when dealing with a range of people

- Reliable and punctual
- Respect for confidentiality and privacy
- Basic organisational skills

What You'll Gain

- Develop communication and interpersonal skills
- Gain experience in a reception or support role
- Meet and support people from the local community
- Contribute to a welcoming and inclusive space
- Potential references for future opportunities

Additional Information

- This is a voluntary (unpaid) position
- Reasonable expenses may be reimbursed (if applicable)