

Volunteer Role Description

Hallkeepers / Reception

Organisation Name	Forres Area Community Trust (FACT)
Organisation Overview	FACT is a charitable company and a local community development trust that operates in and around Forres covering Forres, Kinloss, Findhorn, Brodie, Dallas, Dyke, Logie and Alves. The organisation works to develop the area to make it a better place to live, work and visit.
Project	This role is not for a specific project, but will support the work of FACT as a whole.
Role Title	Reception Support in Hallkeepers and Admin.
Location of Position	FACT Office, Forres Town Hall, High Street, Forres, IV36 1PB
Report To	Volunteer Coordinator
Purpose of Role	To assist FACT Staff by providing support at Reception in Hallkeepers at Forres Town Hall which is open every weekday from 10am to 12noon to the local community. This may include supporting members of the public and other organisations with enquiries.
Description of Tasks - these could include:	<ul style="list-style-type: none"> ● Answering the phone and taking messages ● Taking messages for FACT Staff from visitors ● Meeting and greeting the general public ● Telling participants for Activities which room they need to go to in Forres Town Hall ● Other Administration tasks as agreed with FACT Staff eg. updating databases
Time Commitment	This role will be part of a team of Volunteers that support the FACT Staff for two hours on one day per week, between 10am - 12noon. Volunteers may choose to cover Reception more often and may choose to complete other Administrative Tasks, such as typing up information, during the two hour shift.
Qualities	<ul style="list-style-type: none"> ● A polite, friendly and welcoming manner both in person and on the phone ● Having the ability to relate well to the public, with patience and understanding ● Being able to communicate clearly, both verbally and in written notes ● The ability to develop an understanding of the Timetable of Activities and the layout of Forres Town Hall so that the Volunteer can explain clearly to participants who arrive for different Activities where they need to go
Training and Support	General induction and training will be provided as well as continuous support as required. Regular reviews and support meetings will take place with the Volunteer Coordinator. FACT will support attendance at training sessions where a need has been identified.
Reimbursement of Expenses	Appropriate and agreed expenses are available for reimbursement as Volunteers are covered for out of pocket expenses as detailed in the Volunteer Policy.
Benefits to Volunteer	This role would suit anyone with knowledge and interest in Reception/ Administration Tasks. Volunteers will benefit from increased confidence and the satisfaction of helping others.
Application Procedure	Initial contact will be with the Volunteer Coordinator. This will be followed with the completion of an Application Form and an informal interview. FACT will then ask for two references and then Volunteers will undertake a Trial Period.
Contact Information	Email the Volunteer Coordinator: info@forresarea.org or telephone: 01309 674388

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