

# Volunteer Role Profile



Volunteer Role	<b>Receptionist/Admin (South-West Belfast)</b>
Volunteer Manager	<b>Foodbank manager (or operations manager)</b>
Where you will be based	<b>Office</b>

## Why we want you

Food banks provide essential community services to people in crisis. By volunteering in the receptionist/admin role, you will help the foodbank meet the needs of those who come to it for help. Alongside being a voice for change in your community, you can make a real difference to people's lives providing vital help and support in your local community.

## What you will be doing

- Being the first person that people will meet when they arrive at the foodbank, you would either direct them to the appropriate person, or ask them to wait in reception before handing over food packages to them.
- If more specific help is needed, you would either arrange for someone else to chat with them, or arrange an appointment for them to see someone at another time.
- In between dealing with people, this role also involves processing admin paperwork on a computer.
- There may be other opportunities to help out, on occasions, as needs arise.

## The skills you need

- Good people skills in welcoming and listening to people.
- Good computer skills are essential (being able to enter data from paper forms into electronic forms on a computer).
- Being able to work as part of a small team.

## What's in it for you

- Using your skills to make a difference
- Meet new people who share your passion to help address poverty in the community
- Make a real difference to the running of the foodbank