## 1. **Who**

**Volunteer Role:** Volunteer Admin Support and Receptionist

**Department:** Resources and Support

**Office:** Allet, Truro

**Support Officer:** Administration Officer

**Type of Role**: Part time, 7.5-15 hours, Thursday and/or Friday.

## 2. **When**

**Application Deadline:** 20th January 2020

**Interviews:** TBC January 2020

**Start date**: TBC January 2020

## **3. What we are looking for**

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| Cornwall Wildlife Trust are looking for an enthusiastic, friendly volunteer to assist the team based at their headquarters in Allet, Truro. Primarily, the role will support reception by managing telephone calls, email enquiries, visitors and deliveries. There is also a requirement for some admin support, sometimes in other departments, such as filing, updating records and proofing documents. Reception experience and good Microsoft Office skills are essential. Additionally, we are looking for someone who is interested in wildlife conservation and improving our environment. Ideally, we are looking for a volunteer to help on Thursdays or Fridays. Hours are flexible, by agreement.  |
| **4. The Skills You Need** * Customer service skills, friendly and personable manner
* Good communication skills, confident at dealing with members of the public on the telephone, face to face enquiries or letter/e-mail writing
* Good interpersonal skills
* Ability to work as part of a team
* Ability to multi-task
* Well-developed IT skills with a working knowledge and understanding of MS Office packages such as Word, Excel, and Outlook, as well as proficient internet use
* The ability to work in line with CWT’s health and safety policy
* Willingness to learn
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| **5. Practical Considerations** There is limited public transport access to the office at Allet, however, there is often the opportunity to car share – please ask for further details. |

## **6. What’s in it for you?**

You get to volunteer for a fantastic charity helping local wildlife, people and the environment. This will give you the opportunity to gain valuable experience working in a customer facing role and engaging with staff, visitors and the general public. This is a chance to become part of a great team!