



## **Reception Volunteers at Cancer Support Scotland**

Cancer Support Scotland are looking for receptionists to volunteer 3 hours a week to help us with answering telephone inquiries, making appointments and directing calls here in our Calman Centre.

Our service users are often going through a difficult time and we have found that having volunteers on our reception desk means they have a friendly face to chat to, without worrying that they are keeping someone from their work.

Being one of our volunteer receptionist's means you really are part of the Cancer Support Scotland team, working in our office and helping to support the staff and service users. We provide full training on reception, as well as a Cancer Awareness Induction to give you a brief overview of the things people may discuss with you. There is also the opportunity to assist other departments within the charity if you wish.

### **Tasks Include:**

- Make, cancel and reschedule appointments either over the phone or at the reception desk using our online booking system.
- Take telephone calls, answer enquiries, provide further information, signpost to other organisations and direct calls to the appropriate person/department.
- Welcoming people to our centre, explaining the services our charity provides and the possible benefits to those affected by cancer.
- Monitoring stock levels and reordering when necessary.
- Assisting with filing and administration for service user's appointments.

### **Attributes required:**

- Friendly, outgoing and polite
- Professional telephone manner
- Excellent computer skills
- Good customer service
- Comfortable speaking with people who may be emotional or upset

### **About Cancer Support Scotland**

Cancer Support Scotland is here to provide emotional and practical support, both on a one-to-one basis and through community-based groups, to anyone affected by cancer, including family and carers.

## **HOW DO YOU GET INVOLVED?**

Please call Claire on 0141 337 8199 for an informal chat and if we think you are suitable for the role we will be in touch to organise an informal interview. It takes about 3 weeks to get you started.

### **Availability:**

Monday - Friday 1pm - 4pm

Friday – 10am - 1pm

### **Frequency & Commitment**

3 hours per week

### **Travel Details**

We are based in a converted church in the grounds of Gartnavel Hospital in the west end of Glasgow. Any bus that goes along Great Western Road will get you within a 5 minute walk from our centre and the nearest train station is Hyndland.

We have a small car park, however on certain days this must be reserved for service users.

### **Restrictions**

Must be aged 16 or older.

### **Work Type**

Administrative/Office Work

### **Expenses**

We will reimburse your travel expenses.

We reimburse 100% of public transport fares on production of a receipt, and we pay 25p per mile for petrol.

### **Accessibility Details**

Wheelchair Access

Disabled Toilet