**Welcome Centre**

**Receptionist and Admin Volunteer**

The Reception Team welcomes anyone who comes to Bristol Refugee Rights. This role is all about friendliness and a warm smile, as well as keeping a record of who’s coming to BRR and helping keep the centre safe and welcoming for our members.

We are looking for someone who is outgoing and friendly and also well organized. The reception team meets everyone who comes to BRR, so a good memory for names and faces is an asset. Receptionists also need to be able to deal calmly and professionally with a range of requests from asylum seekers and refugees, visitors and staff.

Reception volunteers should also have a good understanding of IT for basic admin tasks such as using databases and recording registers.

**We are looking for someone who:**

* Is friendly, welcoming and able to deal with a wide range of enquiries.
* Is keen to work closely as part of a diverse team
* Has a good understanding of IT
* Can stay calm under pressure and work well with others
* Is helpful, patient and has a positive approach to resolving problems
* Shares a commitment to BRR’s ethos and values and recognises the importance of working within our policies and procedures

**Volunteers need to be:**

* Available Thursday 9.15 - 1.15 **or** 12.30 - 16.30 **or** Wednesday 9.15 - 1.15
* Able to make 6 months commitment to the role
* Committed to attending training and occasional meetings

**Volunteers will gain from this role:**

* To play a key part in a vibrant and supportive community
* Work with Asylum Seekers and Refugees
* Knowledge of other services that exist to support ASR’s in Bristol
* Administration and reception experience
* The opportunity to meet and form friendships with people from all over the world

**What we provide:**

* An induction and ongoing relevant training for your role.
* Regular volunteer meetings and support.
* References after a suitable period of volunteering experience
* Training in the UK Asylum process and other informal training opportunities
* Expenses payments for costs incurred whilst volunteering