

## RECEPTIONIST VOLUNTEER ROLE DESCRIPTION

LHA London has been providing high quality accommodation in London since 1940 and now have fourteen large hostels providing affordable accommodation for nearly 2000 people in the capital. Our residents are young people studying or working in London, and live with LHA either to undertake educational courses, or if working, to give themselves time to familiarise themselves with London, to make friends and to decide whether or not to make more private and long term arrangements for housing.

Our amazing team of volunteers donate over 15000 hours of their time and considerable skill in order to support the organisation. Volunteers participate in a wide range of activities from governance through the board of trustees, supporting the marketing team through internships and supporting hostel operations in catering, housekeeping and reception roles.

### Role details

As a receptionist volunteer you'll be at the forefront of our operations as part of the front of office team, you'll help to maintain the highest possible standards of contact and communication for our residents.

The types of duties which form part of your volunteer role vary from House to House and can change from day to day but will usually involve the following:

1. Assisting in the Office which can include checking residents in and out, dealing with enquiries by telephone or directly at the office, taking bookings, responding to complaints, logging / reporting problems and maintenance issues.
2. Also, when needed to help with housekeeping or any other roles that may need assistance.

### What's in it for you?

- You'll get fully trained in a key industry skill
- Have opportunity to be part of a team working environment
- Develop your language skills
- For many volunteers it's an opportunity to develop confidence and self esteem whilst experiencing new cultures
- Not to mention you'll be living in the heart of London

### Details of the Arrangement

As a volunteer we recommend you carry out a minimum of 20 hours volunteering a week to get the most from this opportunity but of course if you have more time available more help is always welcome. Times are flexible with three main shift times mornings, afternoons and evenings. For this opportunity accommodation is provided *free of charge*, and in catered sites breakfast & dinner is provided, please note this is a volunteer role and no wage is payable.

### Accommodation & Hostel Facilities

Accommodation in a single sex shared room and meals are provided at the House where you are placed – or the nearest catered site for meals. In self-catering sites kitchen facilities are provided for

your use. Bed linen is provided but not towels. There are laundry facilities and vending machines available. All hostels have WIFI, a TV room and sometimes a study room & Gym.

### **Note**

If you wish to be considered for a volunteer role with LHA you should complete the application form. Please note - It is the applicant's responsibility to check if you are eligible to volunteer in the UK and apply for any visa's as required. You will be asked to provide a copy of your passport as proof of ID prior to commencing any volunteering opportunity. Your application form will then be filed according to the date you wish to start your volunteer role. We guarantee to dispose of personal data when we no longer need to keep it for business purposes in line with our data protection policy.

You will hear from us again (usually by telephone or email) as soon as we have a volunteer role to offer you. Being able to offer you a volunteer role depends on availability. If you have any questions, please do not hesitate to contact us.