



Reception Assistant

Location of Position/Department: Madoc Street, Llandudno
Customer Services, Cartrefi Conwy

Responsible To: Amy Garner, Customer Service Manager

Time Commitment: 1 – 5 days per week at Madoc Street, 9 – 2 pm (lunch cover)

4th Thursday of every month, 1pm – close

Purpose/Summary of Role

To work on reception at Cartrefi Conwy's head office and Llandudno area office.

Essential skills:

Good communications skills
Friendly and welcoming nature
Various admin tasks

Desirable skills:

Experience of working with the public is desirable.

Description of Tasks

- Provide reception cover
- Greet customers
- Direct enquires as appropriate
- General administration tasks



Training and Support

Work Buddy: Customer Service Advisor

- Induction to the organisation
- Full training on all aspects of the role
- Regular updates from Employment Academy Mentor
- Personal Development Plan
- Participation in the Volunteer Rewards Programme

Reimbursement of Expenses

Out of pocket expenses will be paid back:

- Mileage costs @ 40p per mile from home to place of volunteering
- Public transport costs paid back on a valid ticket
- Lunch (conditions apply)
- Child care (conditions apply)

How to Apply

- Email volunteering@creatingenterprise.org.uk or Telephone: 01745 335665
- Tell us which role you are interested in

Line Manager's Signature:

Date:

