

Volunteer Receptionist and Administrator



West Berkshire

About Via in West Berkshire

Via's West Berkshire service is a support service for adults and young people who are affected by drug and alcohol problems. We have a dedicated team of substance misuse practitioners who work alongside other professionals.

About the role

As a Volunteer Receptionist and Administrator, you will provide a welcome presence for people coming into the service. Your role will include:

- Covering reception duties, answering the telephones, and welcoming people to the service
- Supporting the collection, collation and inputting of all Via service data as it relates to the National Drug Treatment Monitoring Service (NDTMS).
- Managing a local database and working with a national database that records a comprehensive information data set that informs the national treatment agencies understanding of the services performance and treatment outcomes.
- Undertaking day-to-day administrative tasks such as filing, archiving, photocopying and updating records.

In addition to the above you'll be expected to participate in team meetings where relevant and to carry out other tasks as deemed necessary to support the needs of the service.

What skills do I need?

The role would be ideal for someone looking to develop their experience in a reception and administration role. A positive attitude and the desire to learn are essential, as is a non-judgemental and supportive approach to people who are facing problems with drugs and alcohol. A good working knowledge of standard IT programmes (Microsoft Office, Outlook) and a close eye for detail are also required.

What Via can offer you

When you begin volunteering you will be allocated a volunteer supervisor who'll act as your main point of contact in your service. They'll provide you with ongoing support and supervision and work closely with you throughout your time at Via. There is also a central volunteer services team that will support you while you are on placement. In addition, you can expect:

- A full induction to your role and continuous local training
- Access to central staff training opportunities
- Regular supervision
- Reimbursement of reasonable travel expenses and lunch expenses

When

We're looking for someone to support the team and the days are flexible. We ask that volunteers try to commit for a 6 month period where possible.

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How to apply

If you'd like to apply for this role, please read the guidance notes on applying for volunteer roles and complete and return an application form with your CV.

Email: volunteers@viaorg.uk

Telephone: 0207 421 3100

Post: Volunteer Services

18 Dartmouth Street, London SW1H 9BL