

# Thames hospice

## Volunteer Role Description

**Role:** Bookings Line Administration Assistant

**Location:** Thames hospice Home store- 9/10 Reform Road, Maidenhead

**Hours:** Flexible, ideally 4 hours per week

**Volunteer Manager:** Home Store Manager

## Purpose of role

Help the Thames Hospice Home store make as much money as possible to fund the hospice by providing administration support on the bookings line. The service enables local residents who wish to donate pieces of furniture to book a collection to have the furniture moved in one of our vans.

## Main tasks

- Answering the bookings telephone line and speaking to people who wish to donate their furniture.
- Using the calendar to arrange suitable times for collection
- Ensuring all information is correctly recorded, including the collection address
- Other administration tasks as required
- Capturing Gift Aid donations and processing on the system

## Training and Support

- We will provide the training you need to feel confident in the role
- The shop manager and other employees will be available give advice and assist you, as well as other experienced volunteers in the team
- You will receive mandatory Health and Safety training

## Special conditions

- Over school leaving age (16+)

## Knowledge, skills and abilities required

- A friendly and approachable manner
- Good communication and interpersonal skills
- The ability to get along with people and work as part of a team
- Basic numeracy skills

## Thames Hospice Values

*Compassion, Ambition, Respect, Excellence*

Thames Hospice is committed to being an equal opportunities organisation; to promoting equal opportunities and preventing discrimination. Thames Hospice is also committed to safeguarding and promoting the welfare of all service users, volunteers and staff and expects all volunteers and staff to share this commitment.

Thames Hospice, Windsor Road, Bray, SL6 2DN

Call 01753 842121

[www.thameshospice.org.uk](http://www.thameshospice.org.uk)    

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