






Reception Volunteer

Volunteer Role Profile



-  Rainbows Hospice, Loughborough, LE11 2HS
-  Monday-Friday
-  10am-1:30pm or 1:30pm-5pm
-  Must be over 18 years old
Standard DBS (which Rainbows will process)
-  Receptionist

What will I need to do?

Reception Volunteers are the vibrant and welcoming face and voice that greets every visitor and caller. They create a warm, inviting atmosphere and make the first impression unforgettable, embodying the spirit of care and compassion that Rainbows is known for.

Typical tasks the role could involve:

- **Welcome Champions:** Greet visitors with a smile, ensure they sign-in/out, and offer them refreshments.
- **Communication Connoisseurs:** Answer and redirect calls and handle any enquiries.
- **Admin Superheroes:** Provide general admin support, including scanning and photocopying, and adapt to changes or new tasks as needed.
- **Mail Wizards:** Handle all outgoing and incoming post efficiently.
- **Room Coordinators:** Manage and coordinate room bookings.
- **Post Perfectionist:** Receive deliveries on behalf of various teams, keeping everything organised.
- **Donation Handlers:** Handle donations of items, including money or cheques, with care.
- **Merchandise Sellers:** Process small cash sales for Rainbows merchandise.

Will it suit me?

If you're a confident communicator who enjoys engaging with a diverse range of people both in person and over the phone, thrives on tackling administration tasks, and is comfortable with occasional PC use, then joining our dynamic Reception team could be your perfect fit!

How will my application be assessed?

Informal Interview: Following the return of a completed application form, you will be invited to speak with the Volunteering Team. This will enable both you and Rainbows to find out more about each other and discuss the role in more detail. There will also be the opportunity to do a

trial shift to experience some of the activities to decide if it is something you want to get involved in.

References & DBS Check: As Rainbows is committed to ensuring the safeguarding and wellbeing of the people we work with; you will also be asked to provide two satisfactory character references to support your application. As the role is based at the hospice, Rainbows will process a Standard DBS check.

What benefits and support will I receive?

- An induction and training, including a e-learning training package, to assist you in your role and comply with policies and procedures.
- Staff will be available at all times to provide support, advice and guidance.
- Meet new people and make new friends.
- Feel a sense of accomplishment through supporting the work of Rainbows in being there for babies, children, young people and their families across the East Midlands.

About Rainbows

Rainbows is the only hospice in the East Midlands dedicated to providing specialist health care and family support services for babies, children and young people with serious and terminal conditions.

Our volunteers are invaluable. They help us to deliver a vast range of services across the organisation, through helping either at the Hospice, externally at a range of events in the community or at one of our shops. The truth is we can't do our work without the help of our volunteers – together we bring more love, smiles and laughter to our children and families.

Our commitment to diversity and inclusion

We believe that everyone who works, engages and is supported by Rainbows should be valued and treated with dignity and respect. At Rainbows we strive to ensure we are there for everyone who needs us and maximise our reach by learning from the experiences of others, working across all communities and truly listening to a range of different voices.

Our values

At Rainbows, our values are evident in everything we say and do; they are what makes Rainbows so special. All volunteers should be aware of our values and strive to always uphold these values and behaviours.



Note: This role profile is not a job description and is not intended as a legally binding contract of employment with Rainbows. It is a role profile for a volunteering role, detailing the tasks we may ask of a volunteer, the skills and commitment we are looking for, and what a volunteer can expect in return for their generous offer of time.

We care for babies, children and young people in the East Midlands – wherever they are.

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