 **Support for Wigan Arrivals Project**

**Volunteer Role Description**

**(Receptionist)**

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| Location of position | Penson Street |
| Responsible to | Mick Taylor |
| Purpose of role | To help to ensure the smooth and safe running of SWAP by working on the reception desk. |
| Description of tasks | To sign people in and out of the building. To triage clients, ascertaining whether people have appointments or if not, that clients see casework/advocacy volunteers on a first come first served basis. |
| Time commitment | 4 days a week |
| Skills | Good grasp of English, reading, writing and speaking  Good communication skills.  Ability to interact with people from different backgrounds and people who don’t speak English.  Patience |
| Training and support | Induction period, with small amount of time spent shadowing and working alongside Emma and Shelagh |
| Expenses | Any travel expenses and 50p per hour for food reimbursement |
| Benefits to volunteer | Access to any in house training opportunities for free  Work with people from around the world in a role where no one day is the same. Working at SWAP is always a rollercoaster ride, you will meet people, learn things, and experience things you never thought you could do in Wigan.  Get admin experience |
| Application procedure | Please email Emma for an application form and state which role you are interested in applying for |
| Contact information | Emma Atherton  E: [emma@swapwigan.org](mailto:emma@swapwigan.org)  T: 01942 825750 |