



Volunteer Receptionist/Administrator

This is a unique opportunity for you to fulfil your passion of caring for wildlife.

This is a vital and rewarding front of house position supporting our dedicated and passionate Care Team & Rescuers. You will be the welcoming face to all visitors to the WRAS Care Centre.

Providing day to day support in a variety of administrative duties, answering incoming calls from supporters, members of the public and other professional bodies. Returning calls to members of the public to update them on the progress of casualties they have delivered to the Care Centre.

You will receive an extremely rewarding experience, your role is instrumental to assisting WRAS's team to provide Rescue, Care and Rehabilitation to all of our wildlife casualties.

Core Duties include-

- Ensuring the Reception area is kept clean and tidy.
- Ensure all information leaflets, and literature relating to the services of WRAS is kept up to date and relevant.
- Answering incoming calls promptly and efficiently with a warm and friendly welcome.
- Taking messages and details accurately and ensuring they are passed to the relevant member of staff.
- Greeting members of public delivering casualties.
- Ensuring all visitors to the Centre are signed in and out.
- Entering information onto WRAS's Database and adhering to all GDPR at all times.
- Returning Casualty Update calls.
- Ensuring all rescue paperwork is up to date and on the database.

Volunteers will also be asked to:

- If you have a concern about any of the casualties, you must report them to a member of staff immediately.
- Manage Ad-hoc building and office related administration as required.
- Comply with Equal Opportunities legislation and be pro-active in challenging prejudice, discrimination and stereotyping.
- Adhere to procedures relating to the proper use and care of equipment and materials for which the role has responsibility.
- Adhere strictly to WRAS's Covid 19 guidelines.
- Promote the core values and aims of WRAS.
- Report any queries or problems to your Volunteer Coordinator.



Soft skills and personality types we are looking for –

- Excellent Communication and interpersonal skills.
- Ability to think calmly and rationally.
- Good Customer Service skills.
- Knowledge of Databases input.
- Good I.T. skills.
- Passionate about the care and safety of Wildlife.
- Good reliability and time management skills.
- Ability to work within a Team environment and promote Team culture.

The shifts currently work on a once a week commitment basis. We welcome volunteers to do multiple shifts if you have the availability to do so.

We are very flexible with reception shifts. Generally, the receptionist should be in during opening hours which is between the hours of 9am and 6pm.

There will be occasions where we may ask Volunteers to help cover other shifts when required.

The Volunteer Coordinator is Ellie Langridge – 07939941962 – ellie@eastsussexwras.org.uk

The Assistant Volunteer Coordinator is Lucy Langran – 07939941962 – lucy@eastsussexwras.org.uk

Kristy, Amy and Trevor are the members of staff to report to with questions regarding reception duties and your responsibilities. With any issues regarding committing to your volunteer role, or booking time off, please report to Ellie.