



'Being a volunteer for The Message Trust is a helpful way of 'giving back' to a charity which is doing a tremendous work throughout the country and beyond. If I can help make things run smoothly and make things easier for very busy people then It's great to be a part of this family . Each one of them are hard-working and yet know how to have fun too.' **Debs, Office Volunteer**

Volunteer Role Profile

RECEPTIONIST

For the last quarter of a century, we've been leading the way in reaching the hardest-to-reach with the life-transforming gospel of Jesus Christ. The Message Trust was founded in 1992 by Andy Hawthorne, a passionate evangelist who was awarded an OBE in 2011 for services to young people.

At the heart of our operation is our staff team and volunteers – dedicated followers of Jesus who have seen transformation in their own lives and who are passionate about seeing other lives impacted by an encounter with Christ that leads to a lifestyle of discipleship.

At the heart of our culture is a regular rhythm of passionate prayer. We spend at least half an hour every day seeking God and listening to his voice. Working here means you'll have room to grow, not just professionally, but spiritually too.

By volunteering to be part of the Message team, you'll be joining a family – united in one vision to see lives changed for the better.

Find out more at message.org.uk.



Our staff team in 2018



Prayer & worship are at the heart of our staff rhythm



Message CEO and Founder Andy Hawthorne



Receptionist

Location:

Message HQ, Sharston, Manchester

Hours:

Part time regular hours (from a few hours to a day a week)

Responsible to:

HR Manager

Primary internal working relationships:

Staff based at Message HQ

Primary external working relationships:

Message Enterprise Centre Customers, Donors, Delivery Couriers

Volunteer Role Profile RECEPTIONIST



Summary of main purpose of the job, duties and responsibilities

Summary of main purpose of the job:

Our receptionists are the welcoming face and voice of the Message, connecting our partners and the people we work with to members of our team. You would be responsible for answering phone calls, welcoming guests and accepting parcels on behalf of the team. It's a great place to meet many of our lovely team moving round the building and gives plenty of opportunities to problem solve and think on your feet.

Main duties and responsibilities:

- To answer the phones, and answer queries or direct them to an appropriate staff member who can.
- To take messages for staff out of the office or unavailable and send on via email.
- To welcome guests and visitors who come into HQ and contact the necessary staff members.
- To receive and sort post as it comes in, directing it to the appropriate channels.
- Update the supporter database when return to sender post or address changes come in.
- To manage the general enquiry email inbox and forward on emails as appropriate.
- Maintain general appearance of reception space.
- To frank outgoing post if volunteer hours overlap with franking time.
- Provide other admin support as fits into reception role and comfortable working experience of volunteer.

Person specification

Essential

- The post holder must be a committed Christian with a personal testimony of their Christian faith.
- Comfortable holding conversations in person, over the phone and via email.
- Independent worker happy thinking on their feet and problem solving.
- Enjoys working within a wider network of people.
- Experience of using Microsoft Office and/or database systems

Full copies of our Mission & Vision statement and our Ethos & Values statement are available on request or can be viewed online at www.message.org.uk.

Confidentiality:

Any information relating to people contacted by the Trust acquired in the course of duty must be treated in strictest confidence and must be discussed only within the confines of the work setting with the appropriate members of staff.

Any information relating to staff acquired in the course of duty must be treated in the strictest confidence and must be discussed only with senior staff members or with the line manager.

Note

This role description is not exhaustive and amendments and additions may be required in line with future organisational changes.

It is an occupational requirement that the postholder must be a committed Christian who believes in the Lordship of Christ and the authority of scripture, and who wants to see the Christian message communicated effectively to young people.