ABOUT THIS VOLUNTEERING OPPORTUNITY
Volunteer Opportunity at DAII – Reception Assistant/Admin Assistant

Role Description

The Reception Assistant will play a key role in supporting DAII staff in carrying out their work.

The Reception Assistant will help us to maintain an efficient and friendly front desk and telephone answering service by supporting us with a range of tasks including:

o Greeting service users, dealing with phone, email and in-person enquiries
o Basic signposting
o Booking appointments
o Ensuring the reception area is tidy and materials are up to date
o Filing and other administrative tasks
o Other tasks as identified by the manager responsible for this role

what are disability action in islington looking for?
Essential

- A friendly and empathetic manner

Desirable:

- Lived experience of disability and/or long-term health conditions (whether this is your own or e.g. as a parent or carer)
- Familiarity with the local area
- Knowledge or experience of the benefits system and statutory and other support services
- An understanding of the social model of disability

  What we need from you?

  o Good time keeping
  o Cheerful approach and friendly phone manner
  o Basic literacy, numeracy and IT skills, preferably with knowledge of office 365
  o Ability to follow instructions
  o Keen to learn how to prioritise work and manage workload

o Keen to research information and relevant advice agencies
o Able to recognise importance of supporting staff by carrying out reception duties and routine tasks

Practical Considerations

We are keen to employ people from the disabled community who have an empathetic and approachable demeanour. we have lot of enquiries are about benefits and housing so we would also appreciate people with a knowledge of these areas

We will provide in house training, and offer opportunities for further in house training

We request two references with at least one ideally being from a previous employer.

We pay expenses for travel, and lunch if you work a full 6 hour shift