

Reception Admin Volunteer

West Central London Mind

2025

Role Description

Role Title:	Reception Admin Volunteer
Supervised by:	Isaac Omoruyi
Time Commitment:	8.30am – 4pm Flexible days Monday – Thursday
Role Purpose:	To provide a confident and excellent customer service to all Clients, visitors and staff
Based at:	HQ office 23 Monck Street, London SW1P 2AE

Are you organised, approachable, and ready to make a difference in mental health support? Join us

Role Summary:

Handling incoming calls, emails, and other forms of communication, directing them to the appropriate person or department, keeping track of inventory and restocking supplies as needed, booking desks and meeting room for staff for all offices, providing a welcoming and professional first impression to clients and guests, providing a welcoming and professional first impression to clients and guests.

Main Duties and Responsibilities:

- Provide general administrative and clerical support to the Office Manager.
- Ensure all desks, meeting room and kitchen area are tidy, clean and set up before 9am.
- Meeting and greeting our services users, staff and visitors.
- Answering phones, transferring phone calls, taking messages.
- Fielding calls and emails appropriately, and signposting to other organisations if necessary.
- Calm and supportive manner to people in distress.
- Knowledge of Outlook – email and calendars.
- Room and desk bookings.
- Ensure that meeting rooms are prepared for meetings and are cleaned and tidied afterwards.
- The ability to manage multiple tasks, prioritize effectively, and maintain a tidy workspace.
- Distributing incoming post, frank outgoing post and take to post office.
- Scanning post to the relevant staff member.

- Organising refreshments for training and meetings.
- Stock check and replenishing of the office stocks.

Support / Training:

All volunteers receive an induction, ongoing support, and regular check-ins from the line managers.

Benefits:

- Make a positive impact in your community.
- Be part of a friendly, passionate team.
- Training and development opportunities.
- £6 a day lunch money upon receipts.

How to apply:

- Please visit the **Volunteer section** of the **West Central London Mind website** and submit your application online.
- Contact for enquiries about the role: Isaac Omoruyi (Office Manager)
Email: iomoruyi@wclmind.org.uk Tel: 07840047411