

Welcome Desk volunteer role profile

About East Anglian Air Ambulance

We operate 365 days a year saving lives across Bedfordshire, Cambridgeshire, Norfolk, and Suffolk. Since the Charity's launch in 2000, the dedicated, highly-skilled medical crews on our specially equipped helicopters have helped to save the lives of hundreds of people unfortunate enough to be involved in accidents or medical emergencies in this region.

About this role

East Anglian Air Ambulance completed the build on its new HQ at Helimed House in March 2021 and after delays due to Covid, started welcoming visitors in March 2022. The state-of-the-art building is home to office-based staff and Norwich-based crew and provides all the facilities needed to run a 24/7, lifesaving helicopter emergency service.

To build on the existing team, we are looking to recruit front-of-house Welcome Desk volunteers to act as the first point of contact for staff and visitors. This is an excellent opportunity to become a vital part of our team.

What will I be doing?

- Be the first point of contact and provide a friendly meet and greet service to all visitors entering the building including EAAA staff, donors, the general public, and patients and their families.
- Ensure all visitors to the building follow the signing in and out procedure and ensure they are briefed on any appropriate health safety messages whilst in the building.
- Maintaining the reception area, ensuring that it is clean and tidy at all times
- Accepting deliveries and notifying the relevant departments
- Assisting our Supporter Engagement Team with general administrative tasks such as mail collation, as well as occasionally supporting other teams across the charity
- Preparing and tidying meeting rooms and supporting refreshment preparation and clear down when required

When and where can I volunteer?

This is an exciting volunteer opportunity at our new base in Norwich. Ideally, we are looking for volunteers who can commit to the same day and hours each week. Reception and The Welcome Desk are open from 9:00am to 4:30pm, Monday to Friday.

We ask that you commit to volunteering with us a minimum of 16 hours per month.

What are we looking for?

- Excellent interpersonal skills with a friendly and polite manner
- Professional and organised with good attention to detail
- Ability to work on own initiative and work independently
- Confident but willing to ask for help when needed
- Previous experience of working/volunteering in a similar role is desired but not essential

What we can offer

- A comprehensive volunteer induction
- Full role training and ongoing support
- The opportunity to work in a friendly office environment
- Meet new people and give back to your local community
- Travelling expenses are reimbursed

Interested?

If you're interested, would like to find out more, or have any questions please get in touch by contacting Sarah Hurren either by phone on 07902 306011 or by emailing Sarah.Hurren@eaaa.org.uk