Date as Postmarked

Dear Applicant

# Re: Job Ref KK VR 0418

Please find enclosed job description and application form for the post with the above job reference.

If you do not hear from us within four weeks from the closing date, you can presume that you have been unsuccessful. Unfortunately, we are unable to write to those who have not been short-listed for interview.

Thank you for applying for this Volunteer Receptionist position and Good Luck with your application!

Yours faithfully

# Kirsten Kerr HR & Office Coordinator

**Job Description for Volunteer Receptionist (12 months)**

**KK VR 0418**

**About the Organisation**

The Lothian Centre for Inclusive Living (LCIL) is a user-led disabled people’s organisation providing a range of practical and emotional services to disabled people and their supporters throughout Lothian.

**About the Activity**

LCiL is an evolving organisation and we are in need of a volunteer to answer our mainline telephone, take telephone messages and transfer calls to the appropriate member of staff. Come and work in our busy and friendly office and gain the opportunity to develop new skills and experience. You will be working with a diverse range of contacts, receiving phone calls from disabled people, social workers, local authority staff and others. You will also have the opportunity to find out about the work of LCiL, our ethos and values, supporting disabled people to have choice, control and dignity in their own lives. The role would also involve some additional basic administrative tasks including helping with mail outs, filing, photocopying, etc.

The role involves a time commitment every week depending on candidates’ availability, ideally 10am – 4pm, minimum 2 days per week. Full induction and training will be given and any reasonable expenses incurred will be reimbursed. LCiL particularly welcomes applications from disabled people or people with long term conditions.

In return, we can help build the skills & confidence that you can take with you at the end of your contract.

**Skills and experience**

Good communication skills, organisational skills and basic administrative skills are essential. Experience of dealing with members of the public and working with disabled people would be an advantage. The ability to work unsupervised and to cope with a potentially high volume of phone calls is essential. A calm and empathetic manner is desirable.

# Application Form for Job Reference KK VR 0418

Please complete the following application form as accurately and in as much detail as possible. Shortlisting for interview will be based on the information you supply on the application form read in conjunction with the job description.

Please do not send in the job description or covering letter when returning the application form. If you require more room please use a separate piece of paper with the job reference and your name on it. If completing electronically press tab whilst the final cell in a table is selected to insert a new row.

## Personal Details

|  |  |
| --- | --- |
| First Name |  |
| Surname |  |
| Telephone Number |  |
| Mobile Number |  |
| Email Address |  |
| Postal Address, first line. |  |
| Postal Address, second line |  |
| Postal Address, third line |  |
| Postal Address, Town. |  |
| Post Code |  |

## Declaration

I agree that the information I have supplied in this application form is true and accurate to the best of my knowledge. I understand that any deliberate falsification on my part will be viewed as gross misconduct and may lead to my dismissal without notice.

Signature of applicant: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_

(Please leave the signature and date blank if you are sending in the form electronically. If you are invited to interview, you will be asked to sign a printed out copy then.)

## History of Education and Training

|  |  |  |  |
| --- | --- | --- | --- |
| Name of Educational Establishment | From | To | Qualifications Gained |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

## Work History (including voluntary work)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name of Employer | Position held | From | To | Main Duties and reason for leaving |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

## Additional Information

|  |
| --- |
| After reading the Job Description carefully, consider what skills and experience you have that are suited to this post. They need not have been gained in paid employment and may include special interests relevant to the post. |
|  |

## Work Availability

Please indicate in the table below what times you would be available for work within the period of the day, i.e. if you are available from 7am to 11am Tuesday morning, then put 7-11am in the box. If you are available for any time write *yes* and please write *no* if you are not available.

|  |  |  |
| --- | --- | --- |
|  | Morning | Afternoon |
| Monday |  |  |
| Tuesday |  |  |
| Wednesday |  |  |
| Thursday |  |  |
| Friday |  |  |

## Supporting information

You do not need to fill out the following questions if they are not applicable to the post. e.g. if the job description does not ask for PVG membership, then you may put N/A in the space provided.

|  |  |
| --- | --- |
| Are you a member of the PVG Scheme? |  |
| PVG Membership Number |  |
| Do you have a full driving licence that is valid in the UK? |  |
| Do you have the use of a vehicle? |  |
| If applicable, would you be prepared to use the vehicle for work? |  |
| When could you start work? |  |
| Where did you see this post advertised? |  |

## References

Please write the names and contact details for two independent people who would be willing to provide a reference for you. One of them should be your most recent employer. Note that a telephone number is not sufficient.

|  |  |  |
| --- | --- | --- |
|  | Reference 1 | Reference 2 |
| Name |  |  |
| Position |  |  |
| Relationship to you |  |  |
| Title of referee |  |  |
| Company |  |  |
| Postal Address, line 1 |  |  |
| Postal address, line 2 |  |  |
| Postal address, town |  |  |
| Post code |  |  |
| Email address |  |  |
| Telephone number |  |  |
|  |  |  |

Please return the completed application form as soon as possible.

Application forms may be returned by email to: [admin@lothiancil.org.uk](mailto:admin@lothiancil.org.uk) or can be posted to: Volunteer Recruitment, Lothian Centre for Inclusive Living, Norton Park Centre, 57 Albion Road. Edinburgh, EH7 5QY

Please ensure that you have paid adequate postage to send any application forms by mail as LCIL does not accept postage otherwise.