

# KEY CONTACT - BILINGUAL RECEPTIONIST



## Role Information

- **Days and hours:** One or two days a week - Monday to Friday from 10am to 5pm (days TBC based on availability)
- **Term:** Minimum commitment of 3 months
- **Reporting to:** Advice and Operations Programme Manager
- Volunteers are entitled to travel expenses to and from the place of work (and lunch for each full day). Please note expenses will be reimbursed against receipts only.

## About the role

Our team of key contacts is the backbone of our organisation. You will play a key role in our day-to-day operations, ensuring that our service users' needs are met by providing information on and promoting our different services and projects.

This is a fantastic opportunity for you to understand and be part of the day-to-day operations and management of a growing charity. You will develop valuable administrative and customer service skills, enhance your language skills in Spanish, Portuguese and English, and gain professional confidence in a fast-paced multicultural environment.

## Main tasks and responsibilities

- You will be the first point of contact welcoming users from the Latin American community;
- Helping them with general enquiries and referring them to the relevant service;
- You will be expected to register users, arrange appointments and answer phone calls/emails;
- Working collaboratively with other volunteers and staff members.

## Person specification

- Verbal and written communication skills in English, Spanish are essential (Portuguese desirable);
- We are looking for a flexible and enthusiastic person who is confident in working in a multicultural and multilingual environment;

- Good interpersonal and communication skills. Ability to work effectively as a member of a team and with a diverse population of users, staff and partners;
- A caring, sensitive and non-judgemental approach;
- The ability to cope with stressful and emotionally challenging issues;
- Professionalism to handle sensitive and confidential information;
- Ability to set their own work priorities, take initiatives and work with minimal supervision;
- Excellent organisational skills and attention to detail.

## **Additional Requirements**

- Two references from current/previous employers;
- Enhanced DBS Check (completed through IRMO);
- Safeguarding Level 1 certificate (completed through IRMO);
- One month trial period.

## **Benefits from Volunteering at IRMO**

- Gives the opportunity of helping others and to give back;
- Creates an ideal space to learn new skills in a multicultural, cooperative and inspiring environment;
- Get involved with the Latin American Community and increase knowledge of the situation of Latin American migrants in the UK;
- Helps to gain experience and strengthen previous skills to face UK's competitive job market;
- Enhance CV and get references (after 3-month period) for further impact on the employment status;
- Participate in training sessions with high quality learning outcomes (in-house and external) in areas related to the role;
- Receive regular supervision and support.

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