



WORCESTERSHIRE
ANIMAL RESCUE SHELTER

Role Title: **Volunteer Receptionist**

Worcestershire Animal Rescue Shelter in Malvern takes in abandoned, unwanted and mistreated animals in need of urgent care. Our aim is to re-home our animals as quickly and safely as possible to provide them with loving forever homes. In 2017/18 we rehomed over 230 dogs and cats in addition to over 500 ex-battery hens.

Our busy Shelter is looking for reliable individuals with good communication and admin skills to help with the smooth running of our Shelter. We are looking for people able to work as part of the team in providing a professional and informative service to the public with regards to re-homing our animals.

Purpose of the role:

- 🐾 Meeting and greeting visitors to the shelter, talking to them about our work and our animals, answering queries both face to face and on the telephone, including explaining our rehoming process and the animals available for adoption;
- 🐾 Administration tasks such as data inputting onto our ASM database, photocopying, scanning, printing and answering emails;
- 🐾 Sorting and dispersing goods donated into the reception area from donators;
- 🐾 Taking payments for shop sales;
- 🐾 Ensuring the reception area is kept clean and tidy and looks well presented at all times.

Worcestershire Animal Rescue Shelter, Hawthorn Lane, Newland, WR13 5BD

Tel: +44(0)1905 831 651 www.wars.org.uk

Registered Charity No. 514872

Affiliated to the Jean Sainsbury Animal Welfare Trust

Full member of the Association of Dogs and Cats Homes (ADCH)



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Required Skills & Experience:

- 🐾 A willingness to help with a range of tasks in the office/reception and to undertake tasks as required;
- 🐾 Good communicator with an excellent telephone manner;
- 🐾 Polite, friendly and confident with an approachable manner;
- 🐾 Organised with ability to manage and prioritise workload with a common-sense approach to problem solving;
- 🐾 Trustworthy, honest and conscientious with a can-do attitude;
- 🐾 Ability to work comfortably in a small team or alone;
- 🐾 Good IT skills, including email, internet and Microsoft Office;
- 🐾 Have empathy for all animals and be able to work within our Health and Safety policies and procedures.

Benefits to You:

- 🐾 You'll be helping animals to find their loving, forever homes in which to lead happy and healthy lives;
- 🐾 Training including Health and Safety along with on-the-job training and ongoing support from staff;
- 🐾 Gain practical skills and experience and enhance your CV;
- 🐾 Join a great team of like-minded people;
- 🐾 Unlimited dog and cat cuddles every day!

To apply, please submit your completed Volunteer Application Form to volunteer@wars.org.uk. Alternatively, should you require further information on this role or any of our volunteer opportunities, please call the Shelter and speak to Claire on 01905 831651.

**"We do not pay volunteers, not because they are worthless,
but because they are priceless"**

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