



Volunteer Role Description

Reception Desk Volunteer

About Devon Air Ambulance

Devon Air Ambulance Trust is the charity that raises the funds to keep Devon's two air ambulances flying and our fleet of Critical Care Cars responding.

Accidents and illness happen and, when they do, patients whatever their age, circumstance or location, need specialist treatment fast. The speed with which our air ambulance doctors and paramedics can reach a patient is crucial in helping to achieve a successful outcome. This enables them to identify their time-critical needs and provide specialist life-saving treatments and interventions to slow, halt or even reverse the effects of a life-threatening condition.

About this volunteer role

As a Reception Volunteer, you will play a vital role in creating a welcoming and professional first impression for all visitors to our Head Office at Pinhoe, Exeter. You will be the friendly face that greets everyone entering the premises, supporting a smooth and safe experience for staff, volunteers, contractors, supporters, patients and their families, and members of the public. This role also provides valuable administrative support to our teams, helping the charity operate efficiently day-to-day.

What will I be doing?

- Being the first point of contact and providing a warm meet and greet service to all visitors.
- Ensuring all visitors sign in and out of the building and are briefed on relevant health and safety messages.
- Answering calls and transferring to the relevant person/department or taking and passing on a message.
- Accepting deliveries and notifying the appropriate departments.
- Assisting the Fundraising team with general administrative tasks and occasionally supporting other teams across the charity.
- Preparing and tidying meeting rooms as needed.

When can I volunteer?

Ideally, we are looking for volunteers who can commit to the same day and hours each week. The office will be open from 8:00am to 5:00pm, Monday to Friday, and we are looking for volunteers to cover the core hours between 9:00am and 5:00pm. Morning or afternoon shifts will be available for those who would prefer not to cover a full day.

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

What are we looking for?

- A friendly and approachable manner
- Reliability
- A willingness to learn, undertake training, and take direction
- Ability to work on your own and as part of a team. (There will be extended periods of time when you are working on your own.)
- A desire to help people
- Be respectful and understanding of others

No experience is necessary as full training, and an induction will be given. Don't forget to share your interests and future aspirations so we can try and match you to the most suitable tasks.

What we can offer you

- An opportunity to develop your skills and gain experience in a charity environment
- The chance to meet new people and be part of a friendly, welcoming team
- The rewarding experience of helping to support a vital local charity and make a real difference
- Travel expenses reimbursed in line with our volunteer expenses policy
- Reasonable adjustments to make the role accessible for you

Volunteering is a great way to make new friends, socialise and contribute to a cause you care about whilst supporting your local community.

Your DAA point of contact, Tasha Meldau will be available to give advice and assist you during your time spent with us. The Volunteer Team is on hand to give you additional help and support throughout your volunteer journey.

Enhanced Volunteer

This is an opportunity to develop further in your volunteer role should you wish to and take on additional tasks or responsibilities i.e. mentoring and supporting new and existing volunteers. Some additional responsibilities may require training which will be provided.

Interested?

Please complete our [online application form](#)! For further information please contact volunteer@daat.org, call 01392 466666 or visit our website www.daat.org

We look forward to meeting you!

Volunteer Team

Vicky Thresher – Volunteer Manager

Charlotte Fleetwood – Volunteer Engagement Officer

Carrie Packer – Volunteer Administrator