



Reception Volunteer

We are currently looking for regular volunteers to help staff our reception desk. This role involves supporting our full-time receptionist by being the first point of contact for visitors and callers and providing general office support. We have an opening for regular volunteers to each cover one day a week Monday - Fridays.

Médecins Sans Frontières UK

Médecins Sans Frontières (MSF) is an independent and international medical aid organisation. In more than 60 countries worldwide, we provide life-saving emergency relief, including epidemic control, war surgery, nutritional assistance and primary healthcare.

MSF's aim is to provide impartial assistance, based on need alone, regardless of ethnic origin, gender, creed or political affiliation. To maintain its independence from political interference, MSF relies on donations from private individuals for over 90% of our income. This private funding gives MSF the freedom to respond to the greatest needs as quickly and independently as possible.

MSF UK is one of 21 offices and operational centres in Europe, America and Australasia, pooling funding, expertise and staff for field operations. We are part of a global movement of around 30,000 people, owned and run by our staff, past and present.

The mandate of the UK section is to provide medical, human resources, fundraising and communications support to field operations. A permanent team of around 100 is based in London and there is a small sub office in Dublin.

Services Department

The Services Department's main purpose is to facilitate the smooth running of the MSF-UK London office.

You will work alongside a full-time receptionist to:

- Answer the telephone, respond to simple enquiries, and put calls through to the relevant team or colleague
- Answer the door-buzzer, greet visitors, offer refreshments, and inform the person they are coming to see
- Replenish tea & coffee making facilities throughout the day
- Distribute post to MSF staff
- Frank and take the mail to the post-office at the end of the day
- Sign for deliveries and make sure they reach the relevant person
- Book couriers as requested
- Assist with keeping the reception and kitchen areas clean and tidy
- Check and act upon emails in reception inbox
- Assist with ordering food and preparing rooms for meetings
- Other ad hoc tasks as required by individual departments

What we need from you:

- Genuine interest in and commitment to the humanitarian principles of MSF
- A commitment of three months or more of regular volunteering, either on a set day, or on ad hoc days as required.
- Previous office, reception or administration experience
- Confident self-starter
- Strong interpersonal and written and oral communications skills
- Good computer literacy
- Excellent administrator with a sound organisational approach
- General friendly and helpful manner
- Ability to work with the minimum supervision
- Fluency in written and spoken English

What you will get:

- This is an unpaid position, but reasonable travel and lunch expenses will be reimbursed
- Provides a valuable understanding of how MSF UK operates
- Opportunity to become a member of the team in MSF UK
- Chance to join in with office meetings and presentations

What to do next

Please send your CV along with a letter of motivation stating clearly the days you are available to volunteer to office-ldn@london.msf.org.

Volunteers will be expected to abide by MSF UK policies and general rules.