**Receptionist Admin volunteer role description**

**Purpose of the role:**

This role will support the smooth running of Age UK Barnet’s office, providing a welcoming reception service to visitors and callers. We need a friendly and organised volunteer to make visitors feel welcome and support staff with simple administration tasks.

**What a receptionist volunteer might do:**

To welcome clients and other visitors in person or on the telephone.

* Meet and greet
* Answer telephone enquiries and take messages
* Book appointments
* Word processing
* Create spread sheets (where the applicant has the ability)
* Data entry (for those with experience/aptitude)
* Photocopying
* Collate mailings, including franking/stamping and folding leaflets
* To have an understanding of the services and support of Age UK Barnet and convey this in a positive manner when speaking to people

**Personal qualities and experience most suited to this role:**

* Friendly and approachable
* Experience of using a computer and knowledge of Microsoft applications
* A methodical and orderly approach
* Patient and flexible
* Good communicator and telephone phone manner
* Able to use their initiative and also be part of a team
* Understands the need for confidentiality and Data protection
* A sense of humour
* Reliable

**Location:** Ann Owens Centre, Oak Lane, East Finchley N2 8JT

10 – 2pm weekday

**How much time is involved?** Ideally one day a week.

**What you can expect from us:**

Age UK Barnet will cover agreed out of pocket expenses for volunteers (e.g. travel costs). We will also insure you for personal and public liability for the time you are volunteering with us providing what you do is risk assessed and agreed. We are happy to provide references for our volunteers.

We accept volunteers from all backgrounds and welcome applications from those with disabilities or health conditions.

**Responsible to**:

Helen Newman, Neighbourhood Services Manager

Age UK Barnet, Ann Owens Centre, Oak Lane, East Finchley N2 8LT

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