

# Reception

## Volunteer Role Description

Working as part of a busy team you will be the first point of contact for older people telephoning or coming into Age UK Stockport's main office and our public office in Merseyway. The role offers good volunteering opportunities covering the two offices, and involves responding to all callers positively, directing within Age UK Stockport as appropriate or signposting where necessary, and also assisting in basic enquiries.

### **What a Reception Volunteer does:**

- Provides a warm and welcoming reception for our clients
- Acts as the first point of contact for clients and directs them to the right service
- Acts as the first point of contact for professionals and general callers
- Answers the phone and provide some assistance to the caller, by passes queries to the relevant people or signposting where necessary
- Uses various resources to provide answers to basic queries
- Sets up meeting rooms
- Keeps the Reception area safe and tidy
- Assists in managing records as required
- General office duties

### **Personal qualities most suited to this role:**

- Friendly and approachable
- Good telephone manner
- Patient and polite
- Organised
- Open minded and non-judgemental
- Able to use a computer to record on systems as needed and also to research basic queries
- Ability and willingness to work with organisational policies and administrative and recording procedures including confidentiality actions

## **Time involved:**

The minimum time available to volunteer for this role is realistically half a day a week due to the need for familiarity with systems etc. Positions are available during the working week Monday to Friday between 9am – 5pm.

## **Role Specific Training:**

The role includes training on issues around older people and Information Governance which includes GDPR, Data Protection and Confidentiality with any other training to be provided as needed. See the general guidance sheet for organisational training.

## **Role Specific Limitations and Boundaries**

The reception team and therefore this role works across both Age UK Stockport main offices based at Commonweal, 56 Wellington Street, Stockport, SK1 3AQ and the public office at Unit 34, Great Underbank, Merseyway, SK1 1PD.

Whilst basic general information queries will be answered it is important to note that this is a 'non advice' role.

**Responsible to:** The Reception Team Lead

This Task Sheet must be read in conjunction with the Step Out Stockport & Age UK Stockport **General Guidance Sheet for Volunteers** which contains additional important information including about expenses, insurance, your privacy rights and other general matter.

Age UK Stockport is a local independent charity whose mission is working locally for your wellbeing. We are committed to the protection of Vulnerable Adults.