



ROLE DESCRIPTION

Information & Advice Volunteer (Reception/Admin)

Responsible to:	I&A Service Manager
Time Commitment:	Minimum of 4 hours per week. Minimum twelve-month commitment
Location:	Stratford House

About the Service

Our information and advice service provides free, confidential, and independent information on a wide range of subjects including Welfare benefits, consumer problems and rights, housing options, health, care at home, residential care, family, and personal matters and accessing local services.

We can help complete forms (e.g., Blue Badge, Housing/Council Tax Support etc.) make telephone calls and write letters if needed.

The service supports people over the age of 50 from across Birmingham and Sandwell.

About the Role

- Answer incoming telephone calls and providing information, directing them to appropriate support or referring into the I&A team for in-depth advice.
- Meeting and greeting visitors at reception who come into the organisation

- Monitoring any queues of people waiting to be seen and informing them of what's happening.
- Filing/photo copying
- Respond to emails of enquiry from clients either assisting or referring them to other Age UK Birmingham & Age UK Sandwell team members in the I&A service
- General administrative tasks as directed by the I&A Service Manager
- Completing records of client contact and liaising with key staff and volunteer colleagues.
- To undertake Age UK Birmingham & Sandwell Induction Programme and additional relevant training where required
- To attend team meetings / supervision when required

Personal qualities and skills most suited to this role

- Good listening and communication skills essential
- Patience and tact
- Basic literacy skills
- Basic IT skills
- The ability to understand written information and explain things
- A commitment to ensuring that customers are provided with accurate, relevant, and timely information and support
- The ability to write clear notes and records
- A caring, sympathetic, sensitive manner and a non-judgemental approach.
- Commitment to understanding the needs of people older people
- Reliable/dependable/flexible

Other Criteria

- DBS check