

**Volunteer Receptionist**

**Introduction**

At Age UK Bristol we help make sure that everyone in Bristol can love later life. We do this by supporting and empowering older people, helping other organisations to work together, and championing the interests of older people in the city.

**Our organisational objectives are to:**

* Provide top-quality services and support to all older people in Bristol.
* Lead and enable collaboration between other organisations working with older people in Bristol
* Influence public spending and policies in a way that benefits older people in the city
* Promote positive attitudes to ageing in Bristol

**We do this by:**

* Providing quality information
* Delivering quality services
* Involving older people
* Giving older people a voice
* Working in partnership
* Maintaining an effective organisation

Volunteers are important and valued members of the team at Age UK Bristol. We will do our best to make your volunteer experience enjoyable and rewarding

**The volunteer receptionist role involves:**

* Welcoming clients and visitors into Age UK Bristol
* Informing staff when appointments arrive.
* Answering the phone and passing messages to members of staff or volunteers.
* Signposting clients to other services were appropriate
* Booking foot care appointments on Excel for service users and technicians
* Sorting incoming post
* Keeping reception clear and supporting staff to keep waiting times to a minimum

**The qualities and skilled required for this role are:**

* Excellent communication and listening skills
* IT literacy with a knowledge of Microsoft Word, Excel and Outlook
* To be friendly and approachable
* To be able to work as part of a team
* To have an understanding of the needs of older people
* To have an understanding of the barriers older people may face
* Punctuality and reliability

**Training**

We offer induction training and other relevant training opportunities to enable you to fulfil this volunteer role. We may also be able to support you with your own learning up to NVQ Level 2.

**Suggested Hours**

We are looking for volunteer receptionists to cover our afternoon sessions on Wednesdays, Thursdays and Fridays.

**Location**

Volunteer receptionists will be based at our main city centre office at Canningford House 38 Victoria Street Bristol BS1 6BY.

**Expenses**

Age UK Bristol will pay all reasonable travel expenses excluding parking costs.

**Further Information**

For further information, please contact;

Shamim Baloo, Volunteer Co-ordinator

* E-mail: [shamimbaloo@ageukbristol.org.uk](mailto:shamimbaloo@ageukbristol.org.uk)
* Phone: 0117 929 7537