

### Volunteer role description

**Volunteer role:** I&A team Admin Support  
**Key contact:** I&A team Leader  
**Placement:** Peterborough or Chatteris office  
**Time commitment:**  
**DBS check level;** Basic level check plus 2 satisfactory references

**Training required:** Age UK induction training is mandatory and you will not start your role with us prior to completing that. There maybe service specific training required. Thereafter volunteers are expected to attend at least 2 team or volunteer gatherings to share experiences and, receive training from the organised event.

### **INTRODUCTION**

Age UK Cambridgeshire is an independent charitable organisation which exists to improve the life of older people in the county. The charity meets this objective by;

- Providing services
- Campaigning for a better deal for older people
- Working in partnership with other organisations
- Identifying, and finding new ways to meet new and changing needs

### **ROLE PURPOSE**

Administration support for the I&A team

### **Skills/Abilities and experience beneficial to the role**

A real desire to make a difference to people's lives but you may also have:

- An ability to work as a team member together with a friendly and enthusiastic approach
- Be reliable and committed to supporting the I&A team with an ability to empathise and engage with older people , regardless of cultural or social background
- Knowledge/experience of Microsoft Outlook
- Good telephone manner and listening skills
- Some experience of a customer service type role.

### **Tasks/responsibilities**

- Book appointments by telephone.
- General Admin duties.
- Face to face meet and greet.
- To accept the supervision, support and direction offered by Age UK CAP
- Raising awareness of general services and activities which might be provided by Age UK CAP or others, to the benefit of older people and their families