



## **Office Volunteer Gilbert Richards Centre – All Subjects**

### **Overall Objective**

- The Office Volunteer's primary role is to support the groups and the people coming to the centre and answering the telephone to callers.

### **Duties**

- To open up the office in the morning, prepare and distribute the session folders or sheets, check on the supplies of various items in the rooms to be used, check the answerphone for messages, and the centre email address.
- Check the communications book and diary.
- During the morning/afternoon to collect the session fees from the people in the sessions, recording payments on the session sheet, and in the office.
- To answer the phone to callers requiring information about the Centre or Age UK Coventry and Warwickshire in general.
- To put out items for sale and collect the money from sales.
- To close the office at the end of the day, ensuring everything is locked away.
- Carry out tasks according to Age UK Coventry and Warwickshire policies and standards, in particular on confidentiality, anti-discriminatory policies, and health and safety.
- This list is not exhaustive.

### **Person Specification**

- Understanding and sensitivity to the needs of older people
- Able to get on well with others.
- Good with money and record keeping.
- Good telephone manner, and being easy to understand, also being able to write legibly
- Willing to attend training and other events (e.g. Fire Marshall or First Aid)
- Understanding of GDPR and basic Health & Safety.