

Meet and Greet Volunteer

Service	Brigstock Road reception and activities
Role Description	To greet clients, volunteers, staff and other visitors who visit our Thornton Heath hub, deal with their enquiries, and refer to our staff team where applicable. And be a friendly face!
Location	Age UK Croydon, 81 Brigstock Road, Thornton Heath, Surrey, CR7 7DG

Duties:

- Answering the door
- Dealing with enquiries, answering questions, and making internal referrals
- Making phone calls on behalf of clients
- To answer basic enquiries, and hand out information leaflets
- To upload/look up basic information on our database
- To deal with post, and order more leaflets as required
- Occasionally, to assist with preparing refreshments

Skills Required:

- Friendly, approachable personality
- Patience and ability to listen
- Good communication
- Professional manner
- Comfortable using IT
- Able to maintain confidentiality
- Good team player

Benefits:

- Relevant training courses will be provided
- Regular supervision and support given
- Meeting new people and being part of a vibrant volunteering team
- Gaining new skills
- Travel and other expenses will be reimbursed

Support:

- You will receive a thorough induction before you start, to familiarise yourself with Age UK Croydon's policies and procedures.
- You will be assigned a line manager who is there to support and encourage you
- Regular catch-ups so you feel confident in your role

Role is subject to references and DBS