

Volunteer role:	Reception Volunteer.
Service:	Brigstock Road.
Location:	81 Brigstock Road, Thornton Heath, CR7 7JH.
Days / hours	Up to one day per week. Days / times are flexible between Mon-Fri 9am – 5pm.0
Training:	Full training and ongoing support are provided.
Travel expenses:	We will reimburse any out-of-pocket expenses.

An overview of the role.

To be a warm and friendly face representing Age UK Croydon. Greet and welcome visitors, staff, volunteers and clients into our Brigstock Road office, answer or signpost enquiries, and maintain the reception area. Data input and ad hoc duties where required.

What will I be doing?

- Answering the door to staff, volunteers, clients and other visitors
- Answering enquiries
- Signposting to appropriate local services, handing out information leaflets
- Refer to member of staff where appropriate
- Answering the telephone and making phonecalls to clients where necessary
- Uploading basic information to our database
- Deal with incoming post
- Occasionally, assisting with refreshments

Personal qualities and experiences:

- Friendly and approachable personality
- Patient and a good listener
- Clear and professional communication style
- Basic IT skills
- Ability to maintain confidentiality
- Good team player

Benefits:

- Relevant training courses
- Regular supervision and support

VOLUNTEERING



- Meeting new people and being part of a vibrant volunteering team
- Gaining new skills
- Travel and other expenses will be reimbursed
- Making a positive difference to the lives of older people within the Borough of Croydon.

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 supervisor who is there to support and encourage you
- Regular catch-ups so you feel confident in your role

You will have the ability to maintain professional boundaries and adhere to Age UK Croydon's policies and procedures, including Confidentiality and Safeguarding. This role is subject to an enhanced DBS check.