

# Volunteer Receptionist at the Greenford Community Centre

As the first point of contact for all clients, this is a key volunteering role which makes a huge contribution to the work of Age UK Ealing. You will help us to provide a welcoming face to all visitors at the Greenford Community Centre and help us to manage enquiries.

## **What a Volunteer Receptionist does:**

### **Information & Advice visitors:**

- Welcomes visitors with appointments, ensuring that they sign in and, where appropriate, offers some form of refreshment
- Informs the adviser when a customer has arrived for their appointment and keep the customer informed if they may experience a delay

### **Room Hire visitors**

- Welcomes visitors, ensuring that they sign in
- Takes detailed information and attempts to answer the visitor's enquiries
- Shows the visitor the room(s) / hall only if available at the time
- Refers enquiries to the Business Support Manager if the visitor wishes to proceed with booking or have specific enquiries

### **Contractors**

Contacts the Business Support Manager or the Caretaker

### **Other visitors**

- Contacts the appropriate member of staff / service or takes information which will be passed on by email to relevant member of staff / service.
- Directs customers to all available on programmes and activities at the Centre
- Informs the appropriate staff when a customer has arrived for their appointment and keep the customer informed if they experience a delay
- Directs customers to all available literature, leaflets, and current campaigns

**Full training and support will be provided to all volunteers.**

**Essential: Basic computer skills and at ease using the internet**

### **Desirable qualities:**

Customer service experience

### **Personal qualities most suited to this role:**

- Good interpersonal skills, particularly listening
- Good communication skills, able to take clear notes to pass onto the advisors
- Able to work confidentially and be patient, tactful, discreet, and sensitive
- Able to work reliably in a busy, sometimes hectic environment
- Able to respond appropriately to different and sometimes challenging situations

**How much time is involved?**

3 or 4 hours per week on a dedicated weekday, during office hours between 10am and 4pm. (10am to 1pm or 1pm to 4pm). Days are flexible as agreed with your supervisor. We hope you can commit to at least 6 months.

**Expenses and Insurance:**

We will cover agreed out-of-pocket expenses (e.g., travel costs). You will be required to have a Basic DBS police check certificate which we will help you to obtain free of charge to you & you will also be covered by our professional indemnity insurance.

**Responsible to:** Business Support Manager