

## Volunteer Task Description

<b>Role Title:</b>	<b>Receptionist Assistant</b>
<b>Where:</b>	London Borough of Tower Hamlets, Hackney & Newham
<b>When:</b>	To be arranged
<b>Purpose of Role:</b>	<p>Tasks to include the following:</p> <ul style="list-style-type: none"> <li>• Opening and closing of the Information &amp; Advice office when necessary</li> <li>• To retrieve Voice-Mails from Telephone System, writing each message clearly on a message slip for the relevant person or entering enquiry in the yellow advice book (Russia Lane) or email to relevant person.</li> <li>• If voicemail messages states they want to book an appointment to see an advisor, call client back and get relevant info to do so or tell them when next drop in session is.</li> <li>• Answering Incoming calls and transferring the caller to the appropriate department. Taking a message if the required person is unavailable and insuring the message is given to them</li> <li>• Welcoming service users and visitors making sure they have signed in.</li> <li>• Book appointments for service users who come into the office who need to see an adviser.</li> <li>• Signpost service users to other organisations and services around the borough</li> <li>• Give out literature and factsheets where necessary</li> <li>• Input data onto database</li> <li>• Update the notice board</li> <li>• General Admin duties i.e. photo copying, shredding, etc</li> </ul>
	<ul style="list-style-type: none"> <li>• All tasks must be carried out in accordance with Age UK's East London's policies and procedures including: Equal Opportunities, Health &amp; Safety, Confidentiality, Complaints, Data protection, Safeguarding Vulnerable Adults.</li> </ul>
<b>Skills Required</b>	<ul style="list-style-type: none"> <li>• To have good written skills</li> <li>• To have good communication skills.</li> <li>• Have good IT Skills</li> <li>• Be able to commit half to one day a week</li> </ul>

<b>What's in it for you:</b>	<ul style="list-style-type: none"><li>• You will have opportunities to gain more experience/skills</li><li>• You will have access to in-house training</li></ul>
<b>For more information contact:</b>	Please email <a href="mailto:sharon.waddams@ageukeastlondon.org.uk">sharon.waddams@ageukeastlondon.org.uk</a> should you wish to volunteer with Age UK East London or download the application form and either email to the above email or post to the address on the form.