

## Become a Volunteer Receptionist at the Marie Lloyd Centre

### Background

#### About Us:

The Marie Lloyd Centre is a vibrant hub that houses a range of organizations including *Age UK East London, Hackney Carers, Choice in Hackney, The Huddleston Centre, The Holly Street Luncheon Club, and MRS Independent Living.*

Why not step into the heart of Hackney's vibrant community with us at the Marie Lloyd Centre, where we host a variety of essential services and activities for older adults, people with disabilities, carers, and our wider community partners. Together, we can create a supportive environment that thrives on inclusivity and community.

#### Your Role:

As a Volunteer Receptionist, you'll be the friendly face that welcomes visitors and supports our essential daily operations. This role is perfect for those who love connecting with people, thrive in a dynamic environment, and are eager to make a real impact in their local community.

<b>Where</b>	Age UK East London Marie Lloyd Centre 329 Queensbridge Rd, London E8 3LA
<b>Commitment</b>	Once DBS completed, minimum of 6 months but would ideally prefer more of a longer term commitment. 30-minute informal interview (in person or MS Teams) Willing to undertake an enhanced DBS check Volunteer workday commitment: Opportunity to volunteer weekdays a few hours from 9:am30-5:30pm.
<b>Purpose of Role</b>	<ul style="list-style-type: none"> <li>• A warm welcoming persona, greeting and assisting all visitors and service users.</li> <li>• Ensuring a smooth sign-in and sign-out procedures.</li> <li>• Handling phone calls with professionalism and efficiency.</li> <li>• Assisting with light administrative tasks like mail sorting and meeting room bookings.</li> <li>• Contributing to the overall organization and welcoming atmosphere of the center.</li> </ul>
<b>Support Provided</b>	<ul style="list-style-type: none"> <li>• Comprehensive safeguarding training and support throughout your journey.</li> <li>• Assistance with your DBS application process.</li> <li>• Regular supervision and guidance from experienced staff.</li> <li>• Access to peer group sessions to share experiences and grow together.</li> <li>• Opportunities for additional training and personal development.</li> </ul>
<b>Skills and attributes Required</b>	<ul style="list-style-type: none"> <li>• Strong communication skills in English, both written and spoken.</li> <li>• Comfortable using basic Microsoft Office tools.</li> <li>• A positive and approachable demeanor, with a passion for working with people.</li> <li>• Ability to stay organised and composed in a busy environment.</li> </ul>

<b>Benefits</b>	<ul style="list-style-type: none"> <li>• Gain confidence</li> <li>• Learn new skills</li> <li>• Meet people</li> <li>• Make a difference</li> <li>• Social and celebration events</li> <li>• Exclusive invites to join and support community projects</li> <li>• Monthly volunteer newsletter</li> </ul>
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## Volunteer Journey:

Embark on your volunteer journey with us in just a few simple steps:

- Apply online or contact us directly.
- Attend a friendly interview either in person or via MS Teams.
- Complete necessary training and receive your DBS certificate.
- Start making a difference alongside our dedicated team!

<b>Week 1</b>	<ul style="list-style-type: none"> <li>• You return an application form to the Volunteering Team (<a href="mailto:volunteering@ageukeastlondon.org.uk">volunteering@ageukeastlondon.org.uk</a>).</li> </ul>
<b>Week 2 - 3</b>	<ul style="list-style-type: none"> <li>• You are contacted by the Volunteering Manager to arrange an informal interview in person or on MS Teams</li> </ul>
<b>Week 3 - 4</b>	<ul style="list-style-type: none"> <li>• Obtain references</li> <li>• Undertake Adult Safeguarding Training</li> <li>• Your DBS certificate arrives in the post to your home address.</li> <li>• An induction plan is created</li> </ul>
<b>Week 4 – 8</b>	<ul style="list-style-type: none"> <li>• You send a photo/scanned copy of your DBS certificate to the Volunteer Coordinator.</li> <li>• You will be introduced to your line manager who will provide you with core training on your role.</li> </ul>
<b>Ongoing</b>	<ul style="list-style-type: none"> <li>• Engagement as per 'purpose of role' above</li> <li>• You can attend monthly peer-supervision sessions, facilitated by your Volunteering Manager, via MS Teams to meet other volunteers, resolve issues or questions and share good practice.</li> </ul>

## Interested in Joining Us?

Apply now through our website or email us at: [volunteering@ageukeastlondon.org.uk](mailto:volunteering@ageukeastlondon.org.uk).

Feel free to reach out directly to Shakera Begum at: [shakera.begum@ageukeastlondon.org.uk](mailto:shakera.begum@ageukeastlondon.org.uk) for more information.

**Come be a part of something special at the Marie Lloyd Centre—where every volunteer makes a meaningful impact!**