

Become a Volunteer Receptionist at the Marie Lloyd Centre

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.

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

Benefits	<ul style="list-style-type: none"> • Making a Difference: Volunteering allows you to have a tangible impact on someone's life, particularly those in vulnerable situations. Helping older people can provide a strong sense of accomplishment and purpose. • Emotional Rewards • Intergenerational Connections • Learning and Skill Development • Enhancing Career Prospects • Building Empathy and Compassion • Giving Back to the Community • Social and celebration events • Exclusive invites to join and support community projects • Monthly volunteer newsletter
How to apply	<p>Online</p> <ul style="list-style-type: none"> • Apply through our website: https://www.ageuk.org.uk/eastlondon/get-involved/volunteer2/application-form/ • Contact us via email at volunteering@ageukeastlondon.org.uk or on 0208 981 7124 <p>In person: You can drop off your CV or leave your contact details at one of our offices below and the Volunteering team will be in touch with you.</p> <p>Tower Hamlets Head Office 82 Russia Lane London, E2 9LU</p> <p>Tower Hamlets Activities Centre Merchant Street Hub Tower Hamlets Methodist Church 1 Merchant Street E3 4LY</p> <p>Newham Office 655 Barking Road Plaistow, London, E13 9EX</p> <p>Hackney Office and Activities Centre (Marie Lloyd Day Centre) 29 Queensbridge Road E8 3LA</p>

Volunteer Journey:

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

Week 1	<ul style="list-style-type: none">• Application received
Week 2 - 3	<ul style="list-style-type: none">• Arrange an interview: Our Volunteering Manager will contact you to arrange interview, either in person or via MS Teams. This is a chance for us to find out more about you and for you to learn about the role.• Undertake Disclosure and Barring Service (DBS) check, we will arrange this for you. Once it's been processed, your DBS certificate will be posted to your home address.• Provide references: We will ask you to provide two references to support your application.
Week 3 - 4	<ul style="list-style-type: none">• Complete online training: You'll need to complete some online training, including Adult Safeguarding and any other relevant courses for your role.• Induction plan: We will put together an induction plan to help you settle into your role.
Week 4 – 8	<ul style="list-style-type: none">• Meet your project lead/supervisor: You'll be introduced to your project lead or supervisor, who will guide you through your role. They will provide you with an induction, explain your tasks, and answer any questions you may have. Your project lead/supervisor will continue to support you while you volunteer with us.
Ongoing	<ul style="list-style-type: none">• Get started in your role: You'll begin volunteering as outlined in your role description.• Monthly volunteer catch-ups: We offer monthly group sessions via MS Teams, led by the Volunteering Manager. These sessions are a space to meet other volunteers, ask questions, share experiences, and discuss any challenges.• Ongoing support: Your line manager and the Volunteering Team are always available if you need any support or have questions.• Take part in social and celebration events.

Do you have any questions

Feel free to reach out with any questions by email at volunteering@ageukeastlondon.org.uk or on 02089817124 or pop into any of our offices (listed above) to chat with a member of our team.