**Volunteer Task Description**

***Volunteer Receptionist***



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Age UK East London has a busy and vibrant front of house reception. We are looking for volunteers who will be responsible for supporting various administrative projects and day-to-day duties for the organization. Such responsibilities include greeting visitors, answering all incoming calls and refer calls to appropriate staff members, sorting mailshots , preparing mailing labels.

Positions are available in Newham , other Boroughs by arrangement.

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| **Where:** | London Borough of Tower Hamlets, Hackney & Newham |
| **When:** | To be arranged |
| **Purpose of Role:** | * Opening and closing of the Information & Advice office when necessary * To retrieve Voice-Mails from Telephone System, emailing messages to the relevant staff members * 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 emailed to them * Welcoming service users and visitors making sure they have signed in. * Signpost service users to other organisations and services around the borough * Give out literature and factsheets where necessary * Input data onto database * General Admin duties i.e. photo copying, shredding, etc |
| **Skills Required** | * To have good written skills * To have good communication skills. * Have good IT Skills * Be able to commit half to one day a week * Professional manner * Willingness to learn * Good knowledge of local communities * Awareness of issues that are important to older adults |
| **What’s in it for you:** | * You will have opportunities to gain more experience/skills * You will have access to in-house training * Fulfilling role supporting older adults in your local community |
| **For more information contact:** | Please email [philip.adams@ageukeastlondon.org.uk](mailto:philip.adams@ageukeastlondon.org.uk) 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. |