**Volunteer Task Description**

***Volunteer Receptionist***



***Volunteer Receptionist***

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.

|  |  |
| --- | --- |
| **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 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.  |