



## Volunteering Opportunity

### Telephone Survey Assistant

#### What You'll Do

Help us understand what older people need by calling clients to complete short surveys. You'll collect feedback that helps shape our services and programmes.

#### You will:

- Make phone calls using a provided script
- Record answers clearly and accurately
- Explain why the survey matters and how responses will be used
- Maintain confidentiality and data protection at all times
- Report any issues to staff
- Attend occasional training sessions

#### Skills You'll Use or Develop

- Clear, confident telephone manner
- Good listening and data recording skills
- Patience and empathy with older adults
- Able to follow scripts and stay on task
- Comfortable using a computer
- Reliable and respectful of confidentiality

#### Time Commitment

2–4 hours between 9:00 am and 5:00 pm, Monday to Friday  
(Flexible)

**Location:** Age UK Enfield offices or remote

**Reports to:** Survey Coordinator