



## Volunteer Receptionist

**Why this matters:** As people navigate later life, having easy access to friendly, local support can make a real difference to their confidence, wellbeing and independence. A welcoming first point of contact helps people feel heard and supported from the moment they walk in.

**Our vision:** Older people feel confident to seek help and know where to turn for trusted information and advice, supported by a warm, approachable presence in community spaces.

**Role overview:** : Age UK Gloucestershire is working in partnership with Gloucester Citizens Advice to provide a welcoming presence at the drop-in session at St Michael's Square every Wednesday from 9:00–13:00. This role involves greeting visitors, offering a friendly face, helping people feel at ease, and signposting them to the appropriate Citizens Advice or Age UK Gloucestershire services. You will receive training, access to helpful resources, and ongoing support from our team.

**Your role:** If you enjoy meeting people and helping others feel comfortable, this is a great opportunity for you. As a Volunteer Receptionist, you will be the friendly face of Age UK Gloucestershire, ensuring everyone who attends the session receives a warm welcome and knows how to access the help they need. This role is ideal for developing customer service and communication skills, while gaining insight into the challenges faced by older people in your community. Our volunteers tell us they value the connections they make and the difference they can see they're making.

### Requirements:

Good communication and listening skills, along with a friendly and approachable manner

- Ability to create a welcoming, safe and inclusive environment for all visitors
- Confidence in greeting people and providing basic information or signposting
- Full training will be provided so you can respond confidently to queries
- Completion of Age UK Gloucestershire health and safety, lone working and other training
- References and an Enhanced DBS check will be organised by Age UK Gloucestershire

### Location:

Citizens Advice Office, 35 St Michaels Square, Gloucester GL1 1 HX.

### Time Requirement:

Weds morning 09:30-13:00  
Starting Sept 2026

Please get in touch if this role is a good fit for your interests, skills and experience. Email [volunteering@ageukgloucestershire.org.uk](mailto:volunteering@ageukgloucestershire.org.uk) or call 01452 420948 to chat to Ruth about this or other volunteering roles that Age UK Gloucestershire has available.

**To apply complete the application form here: <https://www.ageuk.org.uk/bp-assets/globalassets/gloucestershire/get-involved/volunteer/01-volunteer-application-form.docx>**