

# Volunteer Role Description

<b>Title:</b>	<b>Reception/Admin volunteer- Information &amp; Advice</b>
<b>Overall purpose of role</b>	To provide a reception/admin service based at the central office of AUKH.
<b>Outline of activities</b>	<ul style="list-style-type: none"> <li>• To welcome personal callers and visitors and take appropriate action to their request.</li> <li>• Ensure attendance logs for staff, volunteers and visitors are completed.</li> <li>• Take telephone calls and transfer them to the appropriate member of staff, or take and pass on messages.</li> <li>• Provide information and signpost where necessary.</li> <li>• Open and log incoming post/frank outgoing post.</li> <li>• Help in the preparation and sending out of mailouts/newsletters to trustees, members and volunteers.</li> <li>• Perform typing duties and entries into AUKH databases.</li> <li>• Update information lists.</li> <li>• Scan, archive and rename files electronically.</li> </ul>
<b>Personal qualities and experience</b>	<ul style="list-style-type: none"> <li>• Experience of dealing with members of the public in a professional way.</li> <li>• Good interpersonal skills and be able to talk to a wide variety of people.</li> <li>• Confident telephone manner.</li> <li>• Competent PC skills.</li> <li>• Empathy and an understanding of the issues facing older people.</li> <li>• Enthusiasm and reliability.</li> </ul>
<b>A commitment to the role</b>	<ul style="list-style-type: none"> <li>• We would appreciate any time commitment. However a regular commitment of at least 3 hours per week for a minimum of 12 months would be ideal.</li> <li>• Attend an Annual Review Meeting with your Line Manager</li> <li>• Occasional training relevant to this volunteer role.</li> <li>• Enhanced DBS Check with access to the Adults Barred List</li> <li>• You will not undertake any form of employment (whether paid or unpaid) for any person (including Hillingdon Age UK clients) that you have met as a result of carrying out your duties. Furthermore, you will refrain from contacting any person (including Hillingdon Age UK clients) that you have met as a result of carrying out your duties, nor will you provide such persons with the means of contacting you directly outside of the formal means within the service.</li> </ul>

<p><b>What can you expect from volunteering at Age UK Hillingdon</b></p>	<ul style="list-style-type: none"> <li>• Clearly defined voluntary role within the organisation.</li> <li>• Provide induction, information and training to enable you to carry out your role effectively.</li> <li>• Support your development within the role and your personal development by offering appropriate induction, training and feedback opportunities.</li> <li>• Provide you with the policies, procedures and standards of the organisation in relation to volunteers.</li> <li>• Provide an accessible complaints procedure.</li> <li>• Provide references where needed after 6 months volunteering Out of pocket expenses.</li> </ul>
<p><b>Still interested?</b></p>	<p>Please contact Kelly Lord on 0208 756 3062 or e-mail <a href="mailto:volunteering@ageukhillington.org.uk">volunteering@ageukhillington.org.uk</a> for further details</p>

***This role outline is binding in honour only, and is not intended to be legally binding***

**Age UK Hillingdon is committed to safeguarding and promoting the welfare of all older people and children within the London Borough of Hillingdon**