

Volunteer Role: Receptionist

We are inviting people to join our Reception Team at our Activity Centre in Lincoln. The role involves having direct contact with visitors to the centre either by telephone or in person and supporting them with their enquiries. This volunteering role will suit someone with experience in a customer environment.

Key Tasks

- Helping Age UK Lincoln and South Lincolnshire provide a welcoming, professional and accessible environment to all visitors to our Park Street Activity Centre.
- Meeting and greeting members of the public. (Volunteers are required to adhere to the charities dress code at all times.)
- Providing people with Informative fact sheets on information they require.
- Answering telephone and email enquiries from members of the public.
- Referring people to other departments and services to support their needs.
- Supporting the staff with incoming and outgoing post including using the franking machine.
- Liaising with staff and members of the public via email.
- Taking payments for activities that people have attended.
- Recording information on a charity wide data system.

Skills required

- Good oral and communication skills.
- Confident with Microsoft Word and Excel and using emails.
- Excellent friendly & confident telephone manner.
- Reliability and a sense of humour.
- To be willing to work to guidelines and policies on Covid 19, infection control, health & safety, equal opportunities, confidentiality, and safe distancing measures.
- Understanding confidentiality .
- An ability to demonstrate patience and sensibility.
- Enjoy multi tasking, and adapting to the changing needs of a busy reception.

Time Commitment

- ◆ A regular commitment is needed
- ◆ Shifts are either a morning or an afternoon a week on a regular basis.
- ◆ We also require flexibility for additional help to cover other volunteers when they are unavailable.

Contact ; volunteering@ageuksl.org.uk to find out more.