



# Receptionist

Would you enjoy being in a front of house role representing Age Lincolnshire with our customers? Are you organised, friendly and keen to deliver outstanding customer service? Why not join our Reception Team?

Not only will you undertake reception and administrative tasks, but you will have many opportunities to engage with our customers in a face to face capacity.

## What will I do?

- Support Age UK Lincolnshire to provide a welcoming, professional and accessible environment to all visitors to our Park Street Activity Centre.
- Meet and greet members of the public. (Volunteers are required to adhere to the charity's dress code at all times.)
- Provide people with informative fact sheets on information they require.
- Answer telephone and email enquiries from members of the public.
- Refer people to other departments and services to support their needs.
- Support the staff with incoming and outgoing post including using the franking machine.
- Liaise with staff and members of the public via email.
- Take payments for activities that people have attended.
- Record information on a charity-wide IT system.

## What skills and experience do I need?

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

## Additional Information

- ◆ We also request flexibility for additional help to cover other volunteers when they are unavailable.
- ◆ We are currently looking for an individual to help on Friday afternoons. This session runs from 12:30 pm—16:30 pm.

## I'm interested, what do I do next?

Please contact: [Volunteering@ageuklincolnshire.org.uk](mailto:Volunteering@ageuklincolnshire.org.uk), we will guide you through our application process