



Office Support Volunteer

An Office Support Volunteer plays an important role in keeping our charity running smoothly. You'll be answering phone calls in a friendly and professional way and responding to emails with clear, helpful information. You'll also use our CRM system to record enquiries, update details, and keep our records accurate and up to date. This role is ideal for someone who enjoys organised, behind-the-scenes work and likes helping people by making sure everything runs efficiently.

What will I be doing?

- Communicating with contacts using telephone and email.
- Data entry into our CRM system
- Capturing data on spreadsheets
- Promoting the charity's services and activities
- Getting to know our volunteers and service users

What skills and experience do I need?

- Confidence using Microsoft products
- Experience of using a CRM would be helpful
- A friendly, approachable manner and confidence talking to people in the community
- An interest in supporting others

The benefits of volunteering

- Ongoing support and guidance from experienced staff.
- An opportunity to make a genuine difference to our services
- Valuable experience working directly with people in the community.
- Meet new people and be part of a team
- Development of skills in communication, motivation, record keeping, and administration.
- The chance to learn new skills and enhance your CV while giving back to your community.
- Join a team of over 200 volunteers supporting older people in Lincolnshire

Additional Information

- This role is available in Lincoln on a Thursday morning
- Reimbursement of out-of-pocket travel expenses.

I'm interested, what do I do next?

Please contact: volunteering@ageuklincolnshire.org.uk, we will guide you through our application process.