**Volunteer Role Description and Person Specification**

**FRONT OF HOUSE**

**Introduction**

As we grow older we face new challenges and maybe even illness, loneliness or poverty. But that doesn’t stop us being ourselves. We still want to laugh, love and be needed. We want to stay independent and keep doing the things we love. We all want a fulfilling later life.  
  
Age UK Merton aims to enable older people in Merton to have the opportunities and support to make the most of later life, to change it for the better, to remain independent and keep doing the things that they enjoy.

**Role Purpose**

To be the first point of contact for all clients contacting Age UK Merton by telephone, face to face or email.

To provide a friendly, knowledgeable and caring first impression of the organisation and provide accurate information.

**Commitment**

10 hours per week across two days (9am – 2pm or 10am – 3pm)

**Main Duties**

* Greet clients in person or on the telephone.
* Explore the nature of their query, to identify clients needs.
* Transfer client to the appropriate department within Age UK Merton.
* Provide information about the services offered by Age UK Merton.
* Where appropriate, provide information about other services available in the borough.
* Record all contacts with clients on our internal database in line with Age UK Merton Data Protection procedures.
* Take bookings for events and activities.
* Take payments for events and activities.
* Ensure the reception area is kept clean and tidy.
* Present information to clients in an accessible form.
* Participate in training sessions and meetings as necessary.
* Carry out tasks according to Age UK policies and standards, in particular on confidentiality, equality & diversity policies and health & safety.
* Work as part of a team with other Age UK volunteers and staff.

**Person Specification:**

* Excellent listening and communication skills
* Good telephone manner
* Ability to learn new processes
* Empathetic
* Good standard of literacy and numeracy
* Good experience using computer packages, including MS Word, Excel and databases
* Confidence to work under pressure and prioritise tasks appropriately
* The ability to work on own initiative and know when to seek help and support
* Reliable and punctual
* Willingness to attend training and apply learning to role
* Ability to follow instructions, both written and verbal
* Ability to work under pressure
* Ability to work within a team of other volunteers and staff

**Service Hours**

Reception is open Monday – Friday 9am – 4pm.

Volunteers will commit to 10 hours per week on days and times agreed between them and Age UK Merton.

**Based**

Age UK Merton, Elmwood Centre, 277 London Road, Mitcham, Surrey, CR4 3NT

Tel: 020 8648 5792