**Volunteer Role Description and Person Specification**

**RECEPTION**

**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.  
  
That’s why Age UK Merton is here. We want to see a world where everyone can love later life. We support and speak up for those that need us. We believe that living longer should be celebrated and everything we do is to maximise well-being in later life.

**Role Purpose**

To be the first point of contact for all clients contacting Age UK Merton by telephone or face to face. To provide a friendly, knowledgeable and caring first impression of the organisation and provide accurate and complete information.

**Main Duties**

* Greet clients in person or on the telephone.
* Explore the nature of their query.
* Assess clients’ needs and pass to the appropriate person to deal with the query.
* 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.
* Take bookings for events and activities.
* Take payments for events and activities.
* Ensure the reception area is kept clean and tidy.
* Ensure the reception has the right information needed for clients.
* 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, anti-discriminatory policies and health and safety.
* Work as part of a team with other Age UK volunteers and staff.

**Person Specification:**

* Excellent listening and communication skills
* Good telephone manner
* Empathetic
* Good standard of literacy and numeracy
* Experience using computer packages, including MS Word, Excel and databases
* The ability to work on own initiative and know when to seek help and support
* Reliable and punctual
* 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 work on a day and time agreed between them and Age UK Merton. Ideally reception volunteers need to commit to a regular day and time per week to help facilitate service planning.

**Based**

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

Tel: 020 8648 5792