

Age UK Bromsgrove, Redditch & Wyre Forest Volunteer

Reception & Admin Volunteer

Purpose of Role:

- Our Reception & Admin Volunteers support the smooth running of Age UK Bromsgrove, Redditch & Wyre Forest's Windsor Street office, providing a welcoming reception service to visitors and callers
- The volunteers will report to Age UK BRWF's People Development & Operations Manager

Role Location: Age UK BRWF, 51 Windsor Street, Bromsgrove, B60 2BJ

Key aspects of the role:

- Age UK Bromsgrove, Redditch & Wyre Forest is seeking the support of friendly and organised volunteers at its Windsor Street office to:
 - Meet and greet visitors to the office
 - Answer the telephone (referring to the appropriate person or taking messages)
 - Support members of the team with simple administration tasks (e.g. booking appointments, photocopying, preparing post for mailing, updating databases etc.)
 - Have an understanding of the services and support provided by Age UK BRWF and convey this in a positive manner when speaking to people

Personal qualities and experience most suited to this role:

- Friendly and approachable, with good interpersonal and communication skills
- Patient and flexible
- Experience of answering Telephones and using IT
- Able to use their initiative and also be part of a team
- Understands the need for confidentiality
- Willingness to undertake training and work within Age UK BRWF's guidelines and policies (including Data Protection)

How much time is involved?

- Regular commitment of 3 hours a week (10am-1pm, Monday – Thursday)

What you can expect from us?

- We will make sure that you receive appropriate training for the role and that you have the support of a member of staff. We offer a range of benefits to our volunteers and will also cover agreed out-of-pocket expenses

For further information please contact Kate Ware (People Development & Operations Manager) - 01527 868841/ kate.ware@ageukbrwf.org.uk

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