

Mission Statement

Age UK Plymouth exists to care for and work with older people, those living with dementia and their carers in and around the City of Plymouth to improve their quality of life through the promotion of choice, opportunity and independence.

The Role

Our Client Support team are the first point of contact for clients contacting the charity by phone, or by visiting The William and Patricia Venton Centre.

The role will include signposting people to the relevant departments within our centre, providing key information relating to our services and activities, answering the phone, general admin duties, greeting our centre users, managing post and much more benefiting both our clients and team.

Main Duties:

- Provide general administrative support, ensuring processes run as smoothly as possible.
- Answer the phone and helping clients with their enquiry.
- Work closely with team members to ensure that administrative tasks are completed efficiently and support the overall function of the department.
- Help with scanning and printing documents, ensuring that all files are accurately digitalised and stored.
- Assist in the distribution of leaflets and information materials within the organisation.
- Support the maintenance of digital records by accurately recording documents and updates in client files on our database system.
- To maintain up to date knowledge of services provided by Age UK Plymouth and its role as a Charity working for older people.
- To comply with the Charity's policies and procedures.
- To undertake other ad-hoc duties as and when requested.

Skills and Personal Qualifications

- Good communication skills and smart appearance.
- Ability to work as part of a team and form productive relationships.
- Ability to write clearly.
- Reliability and good time keeping abilities.
- Willingness to attend induction and undertake ongoing training appropriate to the role.

Time Commitment:

Morning, afternoon or all-day sessions – ideally a minimum of 3-hour sessions.
Between the hours of 09:00-15:00 Wednesday - Saturday

In Return, We'll Provide:

- Initial and ongoing training to help you build your skills and knowledge.
- Continuous support from our team, ensuring you feel equipped and confident in your role.

- An opportunity to meet and connect with our dedicated group of over 40 volunteers, both socially and through training sessions.
- Reimbursement for any reasonable, approved out of pocket expenses.
- Full insurance coverage while you are volunteering on behalf of Age UK Plymouth.

Responsible to:

Client Support Supervisor.