

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

As a Meet and Greet Volunteer, you will be a warm and friendly first point of contact for anyone visiting or contacting the charity at The William and Patricia Venton Centre. You will welcome visitors, answer or signpost enquiries, support with calls and emails. The role may also include light administrative tasks such as managing post, basic data input and other ad hoc duties to support both clients and the team.

Main Duties

- Answer the phone and helping clients with their enquiry.
- Signpost to appropriate local services.
- Assist in the distribution of leaflets and information materials within the organisation.
- Provide general administrative support, ensuring processes run as smoothly as possible.
- Uploading basic information to our database system when required to support the overall function of the department.
- Help with scanning and printing documents, ensuring that all files are accurately digitalised and stored.
- 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

- Friendly and approachable personality.
- Clear and professional communication style.
- Basic IT skills.
- Reliability and good time keeping abilities.
- Ability to work as part of a team and form productive relationships.
- 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 09:00-16:00 Monday- Friday

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.