**RECEPTIONIST**

Volunteer Role Description and Skills List

Introduction

The Information and Advice service handle a wide variety of queries ranging from financial or benefit matters to local information about clubs and activities, or where appropriate, signpost enquirers to other agencies. Reception is the first point of contact with the organisation, both on the telephone and face-to-face at the reception desk

Main Duties and Responsibilities

* Deal with general enquires or signpost to other appropriate agencies.
* Pass enquiries onto the appropriate member of staff/volunteer.
* Write clear messages for staff and volunteers when they are unavailable or out of the office
* Open and distribute daily post.
* Input data into Charity Log database
* Use the Signposting & Referrals Policy at Age UK Redbridge, Barking & Havering
* Be aware of the relationship of the organisation within the Community Legal Service
* Ensure that information given is known to be factual or is supported by another authority - e.g. Age UK Fact Sheets or official leaflets of approved organisations
* To provide some general administrative help within the office.
* Assist in the removal of any outdated information and advice materials from public circulation within the office such as posters, leaflets, agency details, or telephone numbers that are no longer valid
* To alert your supervisor/project manager of any concerns of a safeguarding nature, or requests for referrals for other services
* Be willing to undertake training important to this role (e.g. Health & safety, confidentiality, equal opportunities)
* Work to Age UK RBH guidelines and policies
* Attend regular supervision sessions

Skills List

* Good communication skills
* Listening and questioning skills in order to obtain relevant information
* Speak clearly and slowly if required
* Ability to write/type clear messages
* Ability to identify issues and refer to appropriate member of staff
* Keyboard skills would be useful
* Understanding of confidentiality
* Understanding and empathy with the needs of older people
* Responsible attitude and reliability
* Patience and sensitivity
* Good sense of humour

Additional guidance

Avoid offering any additional help outside the arranged meetings that would be outside of the remit of this role or in relation to any other Age UK activities. Pass on requests for information or support about other matters to appropriate Age UK RBH staff. DO NOT provide an older person with your home or mobile telephone number or address. Any communication must be via Age UK staff or in the context of the group.

Details

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| Location | Main Ilford Office |
| Hours expected | 1 day or 1 morning/afternoon per week |
| When | 9am – 3pm, Mon-Fri |
| Responsible to | Advice, Information and Advocacy Manager |