

# Receptionist and Administration Volunteer

## Role profile

**Overview:** An important first point of contact for our clients and visitors, whether face to face or on the phone, and provides administrative support for our staff as required.

**Location:** Age UK Southampton (AUKS) office

### What the Receptionist and Administration volunteer does:

- Meeting and greeting visitors and making them feel welcome
- Offer them hospitality (i.e. tea/coffee)
- Respond to incoming calls and transfer to staff where necessary
- Take and relay messages where necessary in a clear and concise way
- Deal with incoming and outgoing post and recording as appropriate.
- Ensure the Reception area is kept clean and tidy
- Provide administrative assistance as required
- Update computer records when required
- Signposting visitors to the Community Centre as necessary.
- Monthly reporting of volunteering hours to Line Manager

### Personal qualities most suited to this role:

- Excellent telephone manner and communication skills
- Good spoken and written English
- Customer focussed with good customer service skills
- Good computer literacy (MS Office)
- Good organisation and administration skills
- Smart appearance
- Ability to work on own initiative as well as part of a team
- Reliable, punctual and trustworthy
- An understanding of the need for confidentiality

### How much time is involved?

By mutual arrangement, to cover one or more days a week between Monday-Friday 10am-4pm

### Expenses and Insurance:

We will cover agreed out-of-pocket expenses for volunteers (e.g. travel costs) and also insure you for the time you are volunteering with us.

**Training & Development:**

- AUKS general and role-specific Induction and where possible, involvement with other areas of AUKS work to understand the range of activities provided
- All Volunteers are required to adhere to Age UK Southampton's policies and procedures at all times, including, but not restricted to, safeguarding, lone-working and confidentiality policies.

**Responsible to:** Support Services Team Leader

**Additional support from:** Head of Services