

## Clockhouse Volunteers Role Profile – Reception / Administration

**Location: Chapel Lane, Milford, Godalming GU8 5EZ**

The Clockhouse is a social community centre, located in Milford, providing a range of activities for those pre & post retirement – we rely on the help of volunteers in these roles:

Role Details	General Description/Hours	Specific Criteria
<p><b>Reception Administration Assistant Volunteer</b></p> <p>If you would like to gain experience and skills towards a career in office admin, this could be the role for you!</p> <p>In this role you'll be able to gain experience in record keeping.</p> <p>You will learn reception skills, answering calls and will be trained to handle calls on the phone system providing an excellent opportunity to use existing experience or acquiring new skills.</p>	<p><b>Hours:</b></p> <p><b>Reception:</b></p> <p><b>Monday:</b>  <b>9am – 1.30pm</b>  and then <b>1.30pm – 4.30pm</b></p> <p><b>Administration</b></p> <p>Thursday: <b>1pm to 3pm</b></p> <p>Please advise your availability for the hours / or some of the hours you could cover.</p> <ul style="list-style-type: none"> <li>• <b>Friday: 1pm to 3pm</b></li> <li>• Answering phones</li> <li>• Data entry</li> <li>• Filing</li> <li>• Maintenance of office space</li> <li>• Other duties specifically around coordination of special events, or as assigned</li> <li>• Receiving and sorting mail (post, general office) enquiries/emails</li> <li>• Some photocopying</li> <li>• You will also have the opportunity to occasionally provide cover for reception</li> </ul>	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Must present a professional appearance and a friendly manner</li> <li>• Must be dependable and punctual</li> <li>• Be courteous and personable when dealing with the public</li> <li>• Be self-directed, willing to take initiative, and detail-oriented</li> <li>• Respect and maintain confidentiality of Age UK Surrey volunteers, partners, and donors</li> <li>• Computer skills are desired, but not essential</li> <li>• Ability to learn specific phone system, putting through calls.</li> </ul> <p><b>Benefits</b></p> <ul style="list-style-type: none"> <li>• Knowledge that you are working as a team to ensure that office functions run smoothly</li> <li>• Work experience</li> <li>• Free refreshments</li> <li>• Free parking if needed</li> <li>• The opportunity to meet a large network of like-minded people.</li> <li>• A fun, creative volunteer experience within a community led project</li> </ul>

### General:

Volunteers report to the Clockhouse Manager on site

A Basic DBS will be registered at no cost to you

You are able to apply for more than one volunteer role

You will be supported and guided by the staffing team

You will fully registered be invited to an Induction with Age UK Surrey and be part of our volunteer team

To register please email [volunteer@ageuksurrey.org.uk](mailto:volunteer@ageuksurrey.org.uk) for a volunteer registration form or you can

download a registration form from our website: <https://www.ageuk.org.uk/surrey/get-involved>