

## Clockhouse Volunteers Role Profiles – Admin, Activities, Till Operator, Hosting Guests

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

The Clockhouse is a social day 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>Admin 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><b>Hours:</b></p> <p>Thursday: 1pm to 3pm Friday: 1pm to 3pm</p> <ul style="list-style-type: none"> <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> </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> </ul>
<p><b>Activities Volunteers</b></p> <p>We are looking for volunteers who like to have fun and encourage others to do the same through various activities; you could be someone who wants to share your hobby or skills, or someone who likes to get stuck in to get an activity going such as a group singalong or Play Your Cards Right.</p>	<p><b>Hours:</b></p> <p>Monday: 10.30am – 12.30pm &amp; 1.30pm to 3.00pm</p> <p>Tuesday: 10.30am – 12.30pm &amp; 1.30pm to 3.00pm</p> <p>Wednesday 10.30am – 12.30pm &amp; 1.30pm to 3.00pm</p> <p>Thursday: 10.30am – 12.30pm &amp; 1.30pm to 3.00pm</p>	<p><b>Duties may include:</b></p> <ul style="list-style-type: none"> <li>• Preparing the equipment or things we need for the activities for the day, including tidying them away at the end</li> <li>• Leading the activity for the group, e.g. telling the members what the activity is and making it happen</li> <li>• Encouraging members to join in</li> <li>• Finding alternative activities for those who'd like to do something different</li> <li>• Asking members what they think of the activities and getting their feedback for what they would like to do.</li> </ul>

<p><b>Volunteer Till Operator/Sales Assistant</b></p> <p>The Clockhouse is looking for a volunteer till operator to join our amazing team. You will be friendly and greet customers politely, ensuring the visit to the Clockhouse has been the best possible.</p>	<p><b>Hours:</b></p> <p>Monday: 10.00 am to 3.00pm Tuesday: 10.00 am to 3.00pm Wednesday: 10.00 am to 3.00pm Thursday: 10.00 am to 3.00pm Friday: 10.00 am to 3.00pm</p>	<p><b>You will need:</b></p> <ul style="list-style-type: none"> <li>• Ability to communicate with customers.</li> <li>• Some IT knowledge but full training will be given.</li> <li>• An ability to pick up tasks and apply processes quickly</li> <li>• Excellent team skills and communication</li> </ul>
<p><b>Hosting volunteers</b></p> <p>As a Hosting Volunteer, you will support the team in creating a warm, welcoming environment for our guests. You will serve food, share a meal with our guests, encourage conversation and clean up after the meal. Ensuring food is served in a timely and consistent manner and in accordance with food hygiene requirements.</p>	<p><b>Hours:</b></p> <p>Monday 10.30am to 1.30pm &amp; 1.30pm to 3.00pm</p> <p>Friday 10.30am to 1.30pm &amp; 1.30pm to 3.00pm</p>	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Have bags of enthusiasm!</li> <li>• Follow all Age UK Surrey policies and procedures – including the volunteering requirements</li> <li>• Follow all training you receive when registering with us</li> <li>• Support The Clockhouse to fulfil its mission of nourishing communities with food and conversation</li> <li>• Strong interpersonal and communication skills</li> <li>• Ability to work independently and as part of a team</li> <li>• Basic knowledge of food handling</li> <li>• Able to take instruction and direction from the Chef</li> <li>• Ensure that all guests are greeted and served in a friendly manner.</li> <li>• Focused and professional attitude</li> <li>• Desire to provide valuable skills and experience to a charitable organisation</li> <li>• Willingness to consider additional tasks/responsibilities.</li> </ul>
	<p><b>Benefits</b></p> <ul style="list-style-type: none"> <li>• Ongoing support and advice.</li> <li>• Free online training modules, including first aid awareness and food allergens.</li> <li>• Impressive skills to add to your CV and a reference if/when you need it.</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 to all roles:**

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 be invited to an online Induction with Age UK Surrey

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>