



VOLUNTEER ROLE

Title Volunteer Administrative Assistant – Help at Home

Age UK Surrey's Help at Home service for older people are looking for a Volunteer Administrator in their Godalming office on a Tues and/or Wed or Thurs for 3-6 hours total per week. If you prefer Mon or Fri we can be flexible. The role is supported by the Help at Home Office Team staff in order to assist with the administration in the office as required. Main duties involve making monitoring calls to our existing clients, generally checking all is well and completing the details on a customer survey/updating our database. There will also be occasional additional office tasks like shredding, scanning, filing etc. The Help at Home service provides support to older people with Home Helpers providing domestic support with a range of tasks and companionship.

Hours: Part time – Tues and/or Wed or Thurs for 3-6 hours weekly

Supported by: Help at Home Manager and Coordinator

Location: Wey Court Godalming Office.
Parking expense is reimbursed.

Person Skills that we are looking for:

- An excellent telephone manner, taking into account our client base of talking to older people
- A clear slow speaking voice
- Patience
- Self -motivation
- Positive attitude
- Responsible and reliable
- Must be local to Godalming - within 10 miles

Other Desirable Skills:

- Experience in an office environment - good working knowledge of Excel, Word, Outlook

- Excellent communication and organisation skills
- Friendly, confident and enthusiastic
- Self-motivated

The role requires completion of a volunteer registration form and two references which we will send you. You will be asked to attend a new volunteer induction to the Charity. Full role training will be provided at the Help at Home office.

Applicants please contact: volunteer@ageuksurrey.org.uk