



## **VOLUNTEER ROLE**

<b>Title:</b>	<b>Gardening Team Administrator</b>
<b>Hours:</b>	To be negotiated around your availability – ideally 2-3 days a week
<b>Supported by:</b>	The Gardening Team (of Help at Home) at Age UK Surrey
<b>Location:</b>	Home Based or The Clockhouse Community Centre Milford, Godalming, Surrey GU8 5EZ

### **Main Duties:**

Full Training given on our Salesforce Database and other training as needed.

Logging new Gardening enquiries for help, from older people, onto our Database.

Making telephone calls to enquirers / potential users of our gardeners and calling existing gardening users / clients to check in on their gardening provision.

Sending emails (you will be allocated an Age UK Surrey email address) to new enquirers with all relevant information on the Gardening service we can provide.

Checking database daily to evaluate the upcoming tasks / administration for progressing and fulfilling the dates for actioning (i.e. Tasks Queue). Training given.

### **Personal Qualities:**

General Microsoft Office knowledge and experience of an office environment using Computers.

Good telephone manner and clearly spoken.

A clear slow speaking voice with patience and an understanding manner

Empathy with older people

Well organized and can work unsupervised.

Self -Motivated, Positive, Responsible and Reliable

Access to Godalming area via car or public transport as needed

### **Expenses:**

To be negotiated around transport as needed for the role.