

Volunteer Receptionist

About us

Age UK Sutton is an independent, local charity working throughout the London Borough of Sutton to support older people, their families and carers. Our vision is an Age Friendly Sutton, where older people know that they belong, and feel supported and valued. We provide a range of practical, social and information services for people living and working in Sutton. We also influence change in our community to make later life better for everyone and we work in partnership for a stronger impact so that together, we can achieve more for older people in Sutton.

Role purpose

This role will support the smooth running of Age UK Sutton's reception desk, providing a welcoming reception service to visitors, clients and callers. We need a friendly and organised volunteer to make visitors feel welcome and support staff with simple administration tasks. We welcome applications from all sections of the community.

What a volunteer receptionist might do

- Meeting and greeting visitors in person and by telephone
- Be the first point of contact for Age UK Sutton
- Advise staff and volunteers when a visitor arrives
- Check the availability of staff and volunteers to meet with visitors
- Receive and transfer telephone calls, take messages when required
- Provide simple signposting to services for older people (training will be provided)
- To provide basic administration support
- Work with a team of volunteers supporting them to deliver excellent information and advice
- Maintain a safe, tidy and compliant shared reception area

Personal qualities and experience most suited to this role:

- Friendly and approachable
- Able to use their initiative and also be part of a team
- Confident manner when speaking to a wide range of people on the telephone and in person
- Ability to work effectively in a busy environment
- Good communication skills
- Good computer skills (Training will be provided on use of Age UK Sutton systems)
- Understand the need for confidential working
- Customer care experience is desirable
- Committed to equal opportunities

Personal Benefits to you

- Have the chance to make a genuine contribution to the lives of older local residents
- Learn and develop new and existing skills
- Have the chance to get out, have fun and meet new people
- Enhance their CV and gain valuable new skills
- Experience new challenges

Our expectations of you

- Be reliable and trustworthy
- Participate in induction with ongoing training throughout placement
- Comply with the Age UK Sutton policies on Equality and Diversity, Health and Safety and Confidentiality.
- Participate in an induction and training period, then attend ongoing training

Location

The role is based at the Age UK Sutton office at 1 Sutton Gate, Carshalton Road, Sutton, Surrey SM1 4LE

How much time is involved?

The Age UK Sutton reception is open to the public Monday – Friday, 9.00am – 5.00pm

We ask that volunteers commit to a minimum of 4 hours per week on a single day to enable us fulfill our commitment to provide excellent customer care.

Further Information

- DBS clearance is essential (this will be carried out by Age UK Sutton prior to your start date)
- Expenses covered (expenses forms can be requested through the office)

Responsible to:

Ian Cooper, Information & Advice Co-ordinator

Tel: 020 8915 2233

Email: ian.cooper@ageuksutton.org.uk

If you are interested in volunteering with Age UK Sutton but this role doesn't suit you, we have a number of other volunteer roles available please enquire for further information or to discuss any questions you may have about the roles available.