



Volunteer Role Profile: Volunteer Receptionist

Role:	Volunteer Receptionist
Location:	Age UK Sutton (Sutton Gate Office)
Supported by:	Community Support Manager
Commitment:	1 day a week (Monday - Friday): Between 10:00am - 4:00pm (Can be flexible)

About Age UK Sutton

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 they belong, and feel supported and valued.

We offer a range of practical, social and information services and support for people aged 50+ that help them make the most of their later life. As well as providing services, we work to influence wider changes in the community to make Sutton a more age friendly place.

What do Volunteer Receptionists do?

Volunteer Receptionist support the smooth running of Age UK Sutton's office, providing a welcoming reception service to visitors and callers and supporting with simple administration tasks. Activities may include

- Welcoming clients and other visitors to the Age UK Sutton Office
- Directing visitors to the Age UK Office area
- Informing staff and volunteers when visitors arrive
- Basic administration e.g. writing letters, photocopying, scanning, printing etc
- Taking 'first contact' details from visitors
- Updating client records on the client database
- Providing details about Age UK Sutton services

Volunteer Skills, Experience And Attributes Required:

This role would suit a volunteer who:

- Is friendly and approachable
- Is comfortable volunteering in a busy reception
- Has excellent interpersonal, communication and active listening skills
- Understands the challenges faced by some older people
- Is patient, non-judgemental and open-minded
- Is able to use their initiative and also be part of a team
- Has good basic administration skills
- Is willing to attend training and support sessions (in person, via video or online)
- Is willing to follow Age UK Sutton policies and procedures including professional boundaries, safeguarding, equality and diversity, confidentiality, data protection, and health and safety.

This role is open to volunteers who are a minimum of 18 years old and is subject to a DBS (Criminal Record) check.

What We Offer

- Induction, training and support from the Community Support Manager
- The opportunity to make a positive difference for older people
- The opportunity to meet new people and be part of a great team
- The opportunity to develop new skills and gain new experiences
- Reimbursement of reasonable (pre-agreed) travel and subsistence expenses.

To Apply

Please complete the on-line volunteer application form on our website
<https://www.ageuk.org.uk/sutton/get-involved/volunteer/application-form/>

For any questions please email the Volunteering Team on
volunteering@ageuksutton.org.uk or call the office on 020 8078 0002.