

Meet and Greet Volunteer

Purpose	Provide a warm and welcoming environment to visitors at the reception desk at our main office at 58 Hall Lane, South Chingford, E4 8EU.
Project Manager	Volunteer Co-ordinator
Time Commitment	Times available are usually 9.30am -12.30pm and 12.30pm – 3.30pm but can be flexible and agreed before you start.

Main Tasks of the Role

- To meet and greet visitors and refer them to the appropriate member of staff.
- Inform staff that a client is waiting.
- To take written details of a visitor if a member of staff is unavailable, and pass on the enquiry where appropriate.
- Ability to listen to others if they want to talk about the things that concern them.
- Explain things clearly without jargon or being patronising.
- Ensure visitors can find leaflets/information they need easily.
- Put together information packs.
- Assisting with filing, postage and photocopying.
- Take in payment for classes that are held at the Hub and for the selection of knitted items and cards on sale.

<p>What we expect from our volunteers</p> <ul style="list-style-type: none"> • For you to be committed and reliable • For you to be aware of Health and Safety issues at all times • For you to work within Age UK Waltham Forest’s Equal Opportunities Policy and Confidentiality Policy • For you to attend a one-off induction 	<p>What the volunteer can expect from us</p> <ul style="list-style-type: none"> • You will receive an induction to the organisation and to your role • You will be provided with training and ongoing support
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DBS (formerly CRB) checks are required for Volunteer roles for one-to-one work with older people. We will arrange this for you if your role requires it and you will not incur any costs.

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