

## Hub Volunteer at Queens Rd, Brighton

**Role Title:** Hub Volunteer  
**Responsible to:** Customer Support Advisor (CSA)  
**Purpose of role:** To help the hub provide great information to people in the city who need it.  
**Location:** 95 Queens Rd, Brighton

### **About Age UK West Sussex, Brighton & Hove (AUKWSBH):**

AUKWSBH is a local charity working in our community to help older people. Over the years we've grown in order to provide vital services to those in need, firstly as Age Concern, then in 2010 changing our name to Age UK. Initially we were three separate organisations: Age UK West Sussex, Age UK Brighton & Hove and Age UK Horsham District. We merged in 2020 to become AUKWSBH.

### **About the role:**

As a hub volunteer, you will be one of the first people to greet visitors, including staff, other volunteers and the public. You will help provide information to people in Brighton & Hove using the support of digital tools. You will work with the (CSA) to keep the hub space, fresh and welcoming.

### **How many volunteers do we need and when:**

Ideally, we ask for at least 3 hours of volunteering per week. We are looking at providing 6 hours of volunteer cover per day. This is a new role and we are open to ideas but this could be done in 2 shifts of 3 hours (morning and afternoon), Monday to Friday.

### **Main tasks:**

- Work closely with the CSA
- Answer face-to-face questions from visitors
- Help people use a tablet for digital support
- Listen to and support clients with their problems
- Making tea and coffee
- Help the CSA with office tasks like updating forms and flyers
- Tell the CSA if you have any worries about a client
- Keeping the area clean and tidy
- Follow any new procedures as needed

## **Role requirements:**

We are looking for people who are:

- Good at talking and listening
- Good at using a tablet and other IT skills
- Experience of volunteering with older people
- Team players
- Friendly and approachable
- Professional and patient
- Able to keep information private
- Willing to keep up with training
- Committed to our charity's goals

## **How we will support you:**

You will get ongoing support. You will also be invited to attend volunteer support sessions, where you will always be encouraged to share your thoughts and concerns.

## **Induction and training:**

You will get a full induction and there will be training. This will help you do the role well and confidently.

## **Benefits of volunteering:**

- Gain experience in a customer-facing role
- Be part of a new service in a new hub
- Learn new IT skills
- Make new friends
- Learn about our Charity's work

You will make a big difference to the lives of older people in Brighton & Hove. This experience can help you build your skills or apply for paid jobs.

## **How to apply:**

Sign the agreement below and send it to [richard.harris@ageukwsbh.org.uk](mailto:richard.harris@ageukwsbh.org.uk)

## **Volunteer Agreement:**

I have read and understood the above role description and would like to become a volunteer for this service.

**Print Name** .....

**Date** .....