



**Role Title:** Reception / Café Assistant flexible volunteers  
**Responsible to:** Centre Coordinators  
**Purpose of role:** Help and assist with the smooth running of the centre  
**Location:** Various locations across West Sussex

### **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:**

We need a volunteer to be flexible so they can work between reception and helping out in the café. Working on reception, you will often be the first person someone will speak to when they arrive at the location. This will include staff, Volunteers and the general public. While assisting in the café, you may be taking orders for food, making and serving drinks and keeping the area clean and tidy at all times.

### **Main tasks:**

- Answer the telephone and deal with enquiries, answer questions or take messages.
- Respond to face-to-face enquiries
- Take payments
- Do the Centre's filing
- Support the Co-ordinator with office admin when needed
- Raise any concerns you may have about a Client to the Manager or Co-ordinator
- Understand and promote the organisation's policies and abide by its guidelines
- Work within the service parameters
- Take initiative in encouraging suggestions, ideas and changes for the improvement of the service
- Keep informed of other functions and activities at Age UK West Sussex, Brighton & Hove
- Work professionally with fellow volunteers and members of staff in other organisations
- Participate in team meetings, training, supervision and support sessions as required
- Occasionally assist with washing up in the kitchen/clearing tables

### **Role requirements:**

We are looking for people who are:

- Good at communication and listening
- Competent with IT skills
- Able to write basic notes
- Professional in manner
- Friendly and patience
- Fun and have a sense of humour

- Able to maintain confidentiality
- Able to alert the Manager or Co-ordinator if they have any concerns about a client
- Responsible, reliable and safety conscious
- Flexible with a team approach
- Genuinely interested in people and empathy with older people
- Ideally, although not essential, experienced in working with people in a supportive/caring capacity
- Equipped with a basic understanding of, and a willingness to learn about, keeping yourself and others safe while performing the role.

### **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 to 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)

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### **Volunteer Agreement:**

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

**Print Name** .....

**Date** .....