

Centre Receptionist at Laburnum Centre, Bognor

Role Title: Centre Receptionist
Responsible to: Coordinator of the relevant service
Purpose of role: To handle enquiries and perform administration tasks at the reception
Location: Laburnum Centre, Bognor
Hours: Ideally 2-3 hours per week

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 Centre Receptionist, you will often be the first person someone will speak to when they arrive at Laburnum Centre. This will include staff, Volunteers and the general public.

Main tasks:

- Answer the telephone and deal with enquiries, answer questions or book appointments.
- 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

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 commit to minimum three hour a week
- Able to alert the Manager or Co-ordinator if they have any concerns about a client

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:

- Be part of a growing team making a difference in the community
- Make new friends
- Enrich the sense of fulfilment and strengthen connections to the community
- Develop abilities in communication, problem solving and empathy
- Learn about our Charity's work
- Enhance employability through the valuable experience and knowledge gained with us

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

How to apply:

Sign the agreement below and email it to richard.harris@ageukwsbh.org.uk

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Or apply online:

Complete our Expression of Interest form below to apply for this role:

Click here to apply