

VOLUNTEER ROLE DESCRIPTION

Reception Volunteer

The Service:

Age UK Wolverhampton provides a range of services for older people in the city from our Darlington Street base (we are open to the public from 9.30-3.30, Mon-Thurs). Our reception provides the initial point of contact to all visitors to our building.

Volunteers provide support for our reception initial contact service by providing excellent customer service to visitors, older people, their families and carers who visit, call or email the organisation.

Responsible to: Coordinator of the service

Location:

The Age UK Wolverhampton office at 93/94 Darlington Street, Wolverhampton, WV1 4EX

What would my role involve as a Reception Volunteer?

- Meeting and greeting visitors at reception who come into the organisation
- Providing excellent customer service
- Monitoring any queues of people waiting to be seen and informing them of what's happening
- Taking phone calls and messages
- Signposting callers
- Making follow up calls to clients
- Administration
- Filing/photo copying
- Assisting with diary management
- Other ad hoc duties as and when needed
- Be an ambassador for Age UK Wolverhampton

Personal qualities and skills most suited to this role:

- Confident with people
- IT Skills
- Good organisational skills
- Work as part of a team with staff and volunteers
- Good interpersonal skills
- Good communication skills
- Clear and polite telephone manner
- Clear and polite manner when speaking with people face to face
- Maintaining confidentiality

How much time is involved?

Morning, afternoon or full day sessions as agreed. You can stop volunteering at any time but it is very important that you let us know in advance.

Expenses and Insurance:

We will cover agreed out-of-pocket expenses for volunteers (e.g. travel costs). You can claim travel expenses weekly or monthly by completing a travel expense form and provide receipts where appropriate. We will also insure you under our Public Liability insurance for the time you are volunteering with us. Please ensure that you only carry out tasks which have been requested of you with this volunteering role.

A Disclosure & Barring Service (DBS) is required for this volunteering role