



Volunteer Role Description

Age UK York is an independent, local charity, that has worked to support older people for nearly fifty years. We have one hundred staff and over four hundred volunteers helping us to deliver services and activities for older people in York.

Volunteer role:	Reception
Service:	Administration The administration team are responsible for the day to day running of the charity and support the client facing services offered by Age UK York.
Supported by:	Duty Officer
Commitment:	One half day shift a week, 9.30am to 12.30pm or 12.30pm to 3.30pm.
Training:	Induction training part one and part two.
DBS:	Not required.

Role purpose

To provide reception cover for the Age UK Walmgate office reception.

Personal qualities and experience

Reception volunteers have a friendly and welcoming manner towards visitors to the office. They have experience in answering the telephone and operating telephone systems, or they are happy to learn. They must be able to hear clients on the telephone and a clear speaking voice is essential. Reception volunteers should be willing to be flexible in their approach, so that they are comfortable when changes take place. Volunteers must be willing to work within the parameters of the role and understand the importance of confidentiality, always following confidentiality policies.

Tasks and activities

- Greet visitors to the office and inform the appropriate member of staff.
- Ensure visitors to the office sign in and out.
- Answer calls, putting them through to the appropriate member of staff.
- Take clear messages.
- Other tasks as required, such as putting stamps on post.

In return, as an Age UK York Volunteer, you will have the opportunity to:

- Be part of a friendly team and supported in your role.
- Contribute to the support Age UK York provide to the older people in York.



Volunteer Agreement

We ask you to:

- Work within the parameters of your volunteer role description.
- Maintain the commitment you choose to make.
- Undertake training and updates.
- Keep appointments and complete relevant paperwork.
- Keep us informed if your circumstances change.
- Inform us immediately of any new criminal convictions.
- Keep to the Age UK York policy regarding confidentiality.
- Keep to the Age UK York policy regarding data protection.
- Promote the work of Age UK York in your local community.
- Feel able to tell us if you are dissatisfied in any way.
- Keep to all other Age UK York policies and procedures, summarised in the volunteer handbook and available in full on request or via the website.

Please sign to confirm that you have read and understood the above.

Name:

Signature:

Date:

This agreement is binding in honour only, is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.