

Volunteer Task Description:

Information Desk Assistant

Task to include some or all of the following:

- Opening and closing of the Information & Advice office when necessary
- To retrieve Voice-Mails from Telephone System, writing each message clearly on a message slip for the relevant person or entering enquiry in the yellow advice book (Russia Lane) or email to relevant person.
- If voicemail messages states they want to book an appointment to see an advisor, call client back and get relevant info to do so or tell them when next drop in session is.
- Answering Incoming calls and transferring the caller to the appropriate department. Taking a message if the required person is unavailable and insuring that a clear message is written on a message slip and put in the relevant pigeon hole or emailed to same said person.
- Welcoming service users and visitors making sure they have signed in.
- Book appointments for service users who come into the office who need to see an adviser.
- Signpost service users to other organisations and services around the borough
- Give out literature and factsheets where necessary
- Input data onto database
- Update the notice board
- General Admin duties i.e. photo copying, shredding, etc

**Skills:** Volunteers need to be:

- IT literate

- Have good communication skills in speaking, listening and writing
- Be committed to do at **least** half a day a week although preferably one full day.
- To carry out the duties of the post in accordance with Age UK's East London's policies and procedures including: Equal Opportunities, Health & Safety, Confidentiality, Complaints, Data protection, Safeguarding Vulnerable Adults

Please email [Sharon.waddams@ageukeastlondon.org.uk](mailto:Sharon.waddams@ageukeastlondon.org.uk) should you wish to volunteer with Age UK East London or download the application form and return either by email or by post to the address on the form.