

Role: Customer Service Volunteer

Location: King Street, Blackburn

What the role entails:

Based within our Business Support Team, answer incoming calls and help with general admin tasks.

What you will need to be able to do:

- ✓ Answer the telephone politely
- ✓ Gather and pass on information effectively
- ✓ Assist customers at reception
- ✓ Help with general admin tasks

Time Commitment required:

3 hours per session, 10am-1pm or 1pm to 4pm. This role is not suitable for short term volunteering

How much training and how long it will take?

All volunteers are required to complete mandatory online training before they start volunteering – this can take up to 5 hours

There is also additional training required for this role

The qualities you need for the role:

- ✓ Honesty
- ✓ Reliability
- ✓ A pleasant, polite and confidential manner
- ✓ Excellent telephone manner
- ✓ Ability to stay calm and be patient
- ✓ An organised common-sense approach
- ✓ An ability to speak another language such as Polish, Urdu, Punjabi or Gujarati would be helpful

Things you MUST agree to:

- * Comply with Age UK Blackburn with Darwen policies at all times, especially those regarding Equal Opportunities, Health & Safety and Confidentiality
- * Undertake required mandatory training, provided by the organisation to comply with current legislation
- * Participate in annual volunteer reviews
- * Keep your manager informed when you are unable to attend or of other things that affect your volunteering i.e: health conditions

Please see overleaf for more information

Fundraising - As a local independent charity, fundraising is vital to the continuation of our local services for older people. There are lots of ways of supporting us through helping with bag packs or bucket collections, delivering posters, helping at events, undertaking sponsored activities, sharing our social media posts, donating to and buying from our Charity Shop in Darwen. All volunteers are asked to support us in this way.

Last reviewed March 2025

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