



**Gardening Service Admin Volunteer**

**Role Context**

Age UK Ealing’s mission is to promote the wellbeing of all older people in Ealing and empower them to achieve full quality of life. We provide a range of support services for older people in the London Borough of Ealing including Information and Advice Service, Day Centre, Befriending, Digital Inclusion and Gardening. We also run Greenford Community Centre, where our office and services are based alongside a range of other community activities.

**Purpose of the role**

* To deal with initial gardening enquiries, including handling phone calls, central email contact and in person visitors
* To give information about the service
* To complete the booking form if applicable
* To carry out post work customers satisfaction survey

**Customer Care**

* To ensure that good relationships are established which create positive image of the Age UK Ealing
* To always display good customer service, treating people with respect and dignity and being aware of individual needs and cultural requirements and differences

**A Gardening Service Volunteer will**

* Be committed to the values of Age UK Ealing

**Personal qualities most suited to this role**

* Experience in dealing with customers
* Excellent communication and interpersonal skills (both oral and written)
* Good organisation skills
* Able to act as a representative of the organisation to generate a positive image of Age UK Ealing.
* Confident, enthusiastic, and able to deal sympathetically, patiently, and sensitively with all service users.
* Personable and empathic
* Reliable
* Able to maintain confidentiality.

**Location:** Greenford Community Centre, Greenford UB6 9JS

**Time is involved:** Monday to Friday, am, pm or all day from 9.30am – 4.30pm, as agreed with your supervisor. You can stop volunteering at any time but please do let us know as soon as possible.

**Expenses and Insurance:** We will cover agreed out-of-pocket expenses for volunteers (e.g. travel costs). We provide insurance cover for the time you are volunteering with us. **This role is offered subject to satisfactory references and Disclosure and Barring Service (DBS) check, and we can help you to obtain a free DBS certificate.**

**Responsible to**: Service Coordinator