

Receptionist – Community Services Volunteer!

Age UK Hillingdon, Harrow, and Brent is a charity dedicated to supporting older people in our community. We offer a wide range of services and activities aimed at improving the quality of life for older adults, helping them stay active, independent, and connected. Our mission is to ensure that every older person can live their life to the fullest, with dignity and respect.

We're looking for a friendly receptionist to greet visitors at our Townfield Centre. As a volunteer you will distribute information leaflets, take messages for our teams, notify team members when visitors arrive, ensure compliance with the sign-in procedure, and handle various admin tasks as needed.

What will you be doing?

- Take clear messages
- Be able to use office equipment i.e., photocopier
- Maintain client confidentiality
- Use our CRM system, Salesforce
- To assist/lead on group delivery activity, if comfortable to do so (training and support provided). Activities could include: chair exercises, quizzes, Bingo, games, arts and crafts, group discussions on various topics
- Occasionally (with the coordinator), accompany clients on trips and events that are outside of the club
- To welcome existing and new members to groups
- To encourage group members to socialise and participate in activities
- To help in the setting up of rooms for activities, for example moving tables and chairs
- Make tea and coffee, prepare light refreshments

What we are looking for:

- Good basic computer skills, with knowledge of Office
- Good organisational skills
- A clear and confident telephone manner
- Knowledge of GDPR
- Good communication skills, written and verbal
- Experience of dealing with members of the public in a professional way
- Good interpersonal skills and be able to talk to a wide variety of people
- Empathy and an understanding of the issues that face older people
- Enthusiasm and reliability
- Other languages are an advantage Be committed and reliable
- The ability to work with a range of people

Time Commitment:

We would like the volunteer to join with the intention of staying for at least twelve months; a minimum of three hours a week would be preferred.

Checks to be completed for role:

- Two References will be required. One must be from a current/previous employer, tutor or volunteer manager who has known you for at least two years
- Enhanced DBS Check with access to the Adults Barred List

What you will get:

- We will make sure that you receive appropriate training for the role and that you have the support of a member of staff
- We offer a range of benefits to our volunteers and will also cover agreed out-of-pocket expenses
- The joy and satisfaction of knowing you're making a real difference
- Valuable transferable skills
- Become part of a supportive and friendly team

How to Apply:

If this sounds like you, we'd love to hear from you! Please sign up to be a volunteer by going to <https://www.ageuk.org.uk/hillingdonharrowandbrent/get-involved/volunteer-for-us2/apply-to-volunteer2/> and fill in our quick and easy form or please email volunteering@ageukhnb.org.uk or call 020 8756 3040 if you have any accessibility needs.

Join us, and help make a real impact in our community. We can't wait to work with you!

This role outline is binding in honor only, and is not intended to be legally binding.

Age UK HNB is an equal opportunity organisation.

Age UK Hillingdon Harrow and Brent is committed to safeguarding and promoting the welfare of all older people and children within the London Boroughs of Hillingdon Harrow and Brent.

