**Office/Administration Volunteer Role Description**

You will be a general office assistant within the Age UK Hull and East Yorkshire main head office. You will have set tasks when you visit, however, some tasks may change depending on any events we have upcoming.

**Personal qualities and experience for this role:**

* Good communicator
* Understands the issues that older people may face
* Be trustworthy, reliable, and committed
* Have a sense of humour!
* Able to communicate over the telephone and in person
* Basic computer skills are desirable but not essential

**Training:**

An induction session will prepare you for your role., along with Office training and supervision.

**How much time is involved?**

The office is open Monday to Friday - between 9:00 am and 4:00 pm.

The role is flexible, any help you provide however large or small really makes a difference. – this can be discussed at application/interview.

**Tasks:**

* Welcomes visitors/clients by greeting them, in person or on the telephone
* Sorting and distributing mail
* Assisting staff with administrative tasks
* Answering telephone inquiries and taking details and/or providing information,
* Completing client and activity records as required
* Maintain confidentiality
* Follow the organisation's policies and guidelines
* If there is any change to your circumstances that may affect your volunteering, let us know

**Benefits Offered:**

* Full Insurance cover
* Volunteer recognition events
* References given upon request
* DBS

**For further information about this role:**

[volunteer@ageukhull.org.uk](mailto:volunteer@ageukhull.org.uk)

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