|  |  |
| --- | --- |
| **Role Title**  | Reception Volunteer |
| **Department** | Volunteering |
| **Locations** | Age UK HEY Office: 350 Preston Road, Hull, HU9 5HH |
| **Reporting to** | Age UK HEY Office Staff |

**Volunteer Role Description**

|  |
| --- |
| **Reasons to volunteer with Age UK Hull and East Yorkshire:*** Opportunities to connect with like-minded people and make new friends within the Hull and East Yorkshire community.
* The rewarding feeling of making a difference to the lives of older people in your local area.
* Ongoing support and guidance from a dedicated line manager and a friendly, supportive team.
* Volunteering can boost your mental health and well-being, keeping you active and engaged.
* Stay informed with regular updates on the impact of your work and the latest news from Age UK Hull and East Yorkshire.
 |
| **Role Summary:**As a Reception Volunteer, you will be the welcoming face and voice of Age UK HEY. Your primary responsibilities will include answering telephone enquiries and assisting visitors in the head office. The role is flexible and may involve varied tasks depending on ongoing events or needsDue to the importance of maintaining professional and supportive environment, the role is best suited to individuals who are approachable, reliable and committed to supporting older peopleThe office is open Mon-Fri 9am-4pm. Time commitments can be discussed during the application process |
| **Main Duties:*** Answering telephone enquiries and taking messages or providing information as required
* Greeting visitors and providing assistance as needed
* Maintaining confidentiality and following Age UK HEY’s policies
* Supporting the team with general administrative tasks as needed
* Informing Age UK HEY of any changes in circumstances, that may affect your volunteering
 |
| **Training & supervision:**Full training and support will be provided in addition to an induction and Health and Safety training. You will also have a line manager who you can report to when needed. |
| **Personal Qualities and Experience:*** Friendly and approachable demeanour
* Good communication skills, including telephone etiquette
* Understanding of the issues older people may face
* Trustworthy, reliable and committed
* Sense of humour and a positive attitude
 |

**For further information about this role or to apply:**

**Email**: volunteer@ageukhull.org.uk

**Call**: 01482 324644

**Address**: Age UK Hull, Preston Road, Hull, HU9 5HH