

ROLE DESCRIPTION

Role Title: Reception Volunteer

Responsible to: Receptionist and Centre Manager

Location: AGE Concern Eastbourne

William and Patricia Venton Centre. Junction Road. Eastbourne. BN21 3QY

Hours: 3-4 hours per week minimum and flexibility to cover holidays

Purpose: This post is to support the AGE Concern Receptionist and help when required with small admin duties from the Centre manager.

Main Tasks

1. To provide a reception service, answering calls and greeting visitors with a welcoming disposition.
2. Supporting individuals with enquiries and directing them to the appropriate department.
3. To be familiar with the range of activities and services we provide within AGE Concern Eastbourne.
4. Booking of appointments on the Salon Advance system and taking bookings for trips and other activities within the centre that are not on the computer system.
5. Accurate input of new clients to Salon Advance and HACE.
6. Accurate message taking and delivering by message book and email.
7. Use of the till and credit card machine.
8. Booking of taxis for our customers.
9. Generally being helpful to our customers by holding the door open, helping with their coats, listening to their worries. (You may be the first person they have spoken to that day or even that week!)
10. Being mindful of confidentiality and if required report any safeguarding issues to the Centre Manager.
11. Events monitoring, including collating attendee and feedback details.

Desired Skills

- Excellent communication skills
- Willingness to undertake varied tasks in a busy environment
- Strong customer service skills
- Good basic computer skills
- Willing to undertake training in IT and customer Services if required
- Confidence with money handling
- Ability to work reception alone when necessary

AGE Concern Eastbourne offers a friendly and supportive working environment.

All volunteers will be given a full induction and training on all aspects of the role.