**Volunteer Role: Administrator/Receptionist Assistant**

**Role Purpose:** The main purpose of this role is to help the reception staff provide a professional first point of contact with clients. You will help provide support in the reception areas of our centres by answering phone calls, pass messages, connect call to relevant departments, welcoming people and dealing with general enquiries.

**Volunteer Location:** Copeland & Allerdale.

**Tasks & Responsibilities:**

* Answering the telephone, helping members of the public with general enquiries, forwarding calls and taking messages.
* Be the first point of contact for service users & visitors, and greet visitors & callers in a friendly professional manner.
* Assisting with office tasks including general filing, replenishing information resources, preparing resources packs and equipment for events.
* You may also deal with room bookings for clubs, groups and meetings. This will involve keeping a diary and liaising with other organisations.

**Skills & Experience:**

* Good communication skills
* To be friendly and approachable
* To be able to work as part of a team
* Be proactive and be able to recognise own limits and boundaries in the role
* Able to keep calm under pressure

**Time Commitment:** Mornings or afternoons, Monday to Friday.

**Supported by:** Helpline Manager

**Age UK West Cumbria Commitment**

All Age UK West Cumbria volunteers are offered a full induction prior to commencing any duties. Volunteers also have access to training, informal supervision, briefings and opportunities to participate in social events.

Age UK West Cumbria will provide specific training on Safeguarding, Professional Boundaries and anything relevant to the role.

All agreed out of pocket expenses such a travel costs will be met by Age UK West Cumbria, on production of a receipt.

We offer:

* Full support and training
* Work experience
* Opportunity to develop new skills and interests
* Chance to meet new people
* An opportunity to contribute to and be part of an established organisation, specialising in the knowledge and understanding of the older people of West Cumbria.

If you are interested in this volunteering opportunity or would like to find out about other opportunities within Age UK West Cumbria, please contact the volunteer co-ordinator on:

**Website:** [**www.ageukwestcumbria.org.uk**](http://www.ageukwestcumbria.org.uk)

**Helpline Tel: 08443 843 843**

**Email: Volunteering@ageukwestcumbria.org.uk**