

Volunteer Role Profile



Volunteer Role

Information & Advice Volunteer

Volunteer Manager

Marion Isted

Where you will be based

Office

Why we want you

You will be supporting Age UK East Sussex with administrative support and if appropriate also assist with client contact over the telephone. As an Information Volunteer Assistant, you will help mainly with administrative tasks and possibly take and transfer incoming calls. If you enjoy meeting new people, have great communication skills, are polite and emphatic, understand basic IT systems and updating manual records, and are able or willing to learn to use the internet and Microsoft Office 365, we'd love to hear from you.

What you will be doing

- Provide Administrative Support
- Take incoming calls and transfer callers to relevant service or person if appropriate
- To book appointments for clients with the I&A Advisers
- Check answer phone messages daily and respond accordingly
- Answer telephone enquiries giving basic information and signpost where necessary
- To record information accurately and fully as required
- Deal with outgoing post and recording
- To support the Information & Advice Service with basic tasks where required
- To assist with other administrative work e.g. updating information

The skills you need

- An interest in working with and for the benefit of older people
- Sensitivity and understanding of the range of issues affecting older people
- Good interpersonal skills
- Effective listening and communication skills
- Ability to use basic IT systems and update manual records
- Able to use or willingness to learn to use the internet and Microsoft Office 365
- Ability to work on own initiative and as part of a team
- Patience and empathy
- Trustworthy and reliable

What's in it for you

- An induction and initial training
- Ongoing training relevant to your role
- Regular support and supervision
- An opportunity to meet other volunteers socially and for training
- Reimbursement of out of pocket expenses
- Work experience and reference after six months volunteering
- Appreciation of your time and commitment given to Age UK East Sussex
- Appropriate insurance cover - to protect you whilst you are acting on behalf of Age UK East Sussex (Please note our insurance covers volunteers from the age of 16 - 85 years of age)

Disclaimer

Age UK East Sussex reserves the right to review this role description from time to time to best suit the changing nature of the role in line with service needs. Any changes to this document will be made by mutual agreement.