

Volunteer Role Profile

Volunteer Role	IBC Volunteer Receptionist
Volunteer Manager	General Manager
Where you will be based	Community

Why we want you

It's important to provide accessible recreational facilities for the over 50s and wider community. As a volunteer Receptionist within the Isabel Blackman Centre (IBC), you'll be presenting a smart and professional image with a welcoming approach. You will have a sociable attitude, be reliable and honest, empathic, a good listener, and a love of meeting and greeting new people. You will also enjoy getting involved with general administration. The Isabel Blackman Centre (IBC) provides a restaurant, leisure facilities, activities and events space, treatment rooms, and a community shop within the heart of the Old Town, Hastings. We will provide you with all the training and support required for the role.

What you will be doing

- Act as first point of contact for potential customers, clients and visitors
- To answer the centres' main telephone line and respond to all enquiries regarding the centre activities and facilities in a timely, pleasant and professional manner
- Maintaining a good working knowledge of services and facilities provided by the centre
- Meet and greet everyone who enters the centre and point in right direction for activities
- Be smart and presentable at all times
- Receive and distribute centre mail
- Taking session bookings and ensure these are accurately recorded
- Handling cash and credit card transactions where payments are made by clients or visitors
- Issuing keys to members of staff and volunteers to access areas of the centre
- To maintain awareness of how clients are enjoying their day and report any concerns or ideas to the manager

The skills you need

- Friendliness, reliability, and honesty
- An interest in working with and for the benefit of people in later life
- Listening and communication skills
- Remaining calm when under pressure during busy periods
- Pleasant and professional telephone manner

What's in it for you

- An induction and initial training
- Ongoing training relevant to your role
- Reimbursement of out-of-pocket expenses
- Work experience and reference after six months volunteering
- Regular support and communication
- Appreciation of your commitment and time given to Age UK East Sussex
- An opportunity to meet other volunteers socially and for training
- 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)