

# Age Concern Rotherham

## Volunteer Role Description and Person Specification



**Role Title: Reception Assistant**

### About Age Concern Rotherham

Age Concern Rotherham is a registered charity, seeking to promote and improve the well-being of all older people and their carers in Rotherham by helping to make later life dignified, rewarding and fulfilling.

### About the St Anns Reception and Admin Office

The St. Anns Road offices house the majority of the 'head office' functions of Age Concern Rotherham, and are the principal point of initial contact for members of the public. The Reception and Admin Office has responsibility for the main telephone switchboard, visitor reception, and the core secretarial and administrative functions of the organisation.

### Role Description

**Main Duties:** General office duties, reception of visitors, telephone answering, plus occasional one-off tasks.

### Specific Responsibilities:

- Welcome people to the St Anns Road offices and handle 'signing-in'
- Answer the telephone, deal with initial enquiries or direct them to appropriate departments
- Take messages and pass them on to appropriate staff
- Operate within Age Concern Rotherham's policies and procedures

## **Person Specification:**

### **Essential Skills:**

- Literacy and numeracy
- Appropriate social and communication skills
- Basic computer skills, e.g. word processing, database entry, filing
- Basic office and administration skills

### **Desirable Skills:**

- Ability to work as part of a team
- Reliability and integrity
- Interest in and empathy with older people

### **Hours:**

Negotiable, but preferably in line with normal working hours –  
9 a.m. to 5 p.m. Monday to Thursday  
9 a.m. to 4.30 p.m. Friday

### **Responsible to:**

Office Manager

### **Location:**

49-53 St. Anns Road  
Rotherham  
S65 1PF