



Title of Role: Welcome Team Volunteer; Meeting and Greeting

Responsible to: Welcome Team Navigators

Mentor/Buddy: TBC

Hours: Whole Day (9.30am – 4.45pm) or Half Day (9.30am – 1pm, or 1pm – 4.30pm)

Purpose of Role

As a member of our Welcome Team you are one of the first people a visitor will meet when they arrive at the Wellbeing Hub. The Hub is designed to be as welcoming and accessible as possible but some people may still be anxious when arriving in a new space. Your role is to help visitors feel at ease and guide them to the organisation or individual they have come to see.

Visitors may not always know exactly who they need to see; perhaps they have heard about a learning or volunteering opportunity and want to know more. Your training will enable you to both ask the right questions and signpost people to the most appropriate person in the hub.

This is a great opportunity to be part of an exciting and thriving venture in the heart of Exeter.

We are looking for volunteers who share our values of compassion, welcome, collaboration, and ambition, and who are committed towards empowering people to make positive choices in their lives.

Main duties and responsibilities

- Welcoming all visitors into the Hub
- Providing information on different teams and staff within the Hub
- Ensure that visitors can find information they need easily
- Take written details of visitors if a member of staff is unavailable, and pass on the enquiry where appropriate
- Check in with visitors if they appear to have been waiting around for a long period of time
- Find the appropriate member of staff and inform them that their appointment is waiting in the Atrium

Personal skills and qualities

- Good communication and customer service skills
- Understanding the need for confidentiality
- Be able to deal with visitor enquiries
- Having the ability to respond appropriately to different situations
- The ability to stay calm and relaxed under pressure
- To be non-judgemental and have a commitment to equal opportunities
- To be friendly and approachable
- To be able to work as part of a team
- Able to recognise own limits and boundaries
- A willingness to attend training and team meetings
- To be organised and systematic

Training

- In-house training, supervision and support will be given
- Other training relevant to the role can be offered

Support and Supervision

- Full support and supervision on monthly basis either individually or in a group