

Volunteer Job Description: Welcomer/Receptionist

As a WELCOMER at the Hub, you will be responsible for:

- Making **everyone** who attends the Hub feel welcome, valued and respected, including:
 - Partner organisations
 - Citizens needing help/advice/information
 - Clothing Bank customers
 - Citizens who are attending for appointments with partner organisations.

This includes:

- Recording footfall information for our evaluation reports
- Signing everyone in (except those who are making enquiries or shopping at the Clothing Bank)
- Directing partner organisations to their booked desk/room
- Finding out what people need, and directing them to the relevant service.
 - Taking citizens to the correct desk/room and introducing them.
 - Finding the relevant contact information (leaflets, or online)
 - Giving relevant contact information or leaflets as required.
- Chatting to citizens, to make them feel welcome and valued
 - Citizens waiting for a service/advice session
 - Citizens who come for chat and seat,
- Encouraging everyone to take part in the Talking wall.
- Assisting partner organisations at events
 - Helping set up the area
 - Making tea/coffee for attendees
- Answering the phone in a courteous manner
 - Taking messages
 - Dealing with enquiries.
- General housekeeping (as part of the team as a whole)
- Setting up the rooms for the partners.
- Tidying and merchandising the clothing.