



Welcome Desk Volunteer

DETAILS

Title	Welcome Desk Volunteer
Location	Ilkley
Role Type	Volunteer
Reporting Relationship	Café Manager/Business Manager
Revision Date	November 2019

ROLE SUMMARY & HOURS

Clarke Foley is a community venue in Ilkley. Although we have some paid roles, we rely on the support of volunteers for many of our roles. Our Welcome Desk Volunteers provide a warm and friendly greeting to all our customers and especially to people visiting us for the first time. The Welcome Desk Volunteer helps direct customers to rooms, answers general questions and is there to provide information about activities and events that we run. The Welcome Desk Volunteer ensures that all customers visiting us have their questions answered and have a positive experience with us.

Previous experience is desirable but not required as training will be provided. Qualified First Aiders would be welcome, but this is not required. If willing to be a First Aider, we will arrange and pay for training.

The Welcome Desk shifts are mornings and afternoons. Please see below for further information.

We are pleased to offer Welcome Desk Volunteers a complimentary free hot drink and toasted teacake.

KEY RESPONSIBILITIES

Key responsibilities include the following. Other duties may be assigned:

- Welcome visitors to Clarke Foley and answer any questions. If you don't know the answer, make a note of the question (in the book provided) and offer to let the person know by phone or email with the information.
- Check that the leaflet racks under the orange noticeboard are full. If leaflets are needed, ask the Office team to print some leaflets for you.
- Receive class fees and assist if necessary with completing class registers.
- Be aware of visitors to Clarke Foley who may be unsure or lonely. Without intruding, offer a friendly word.
- For customers attending groups or events, direct them to the appropriate room.
- At various times of year, to sell raffle tickets or provide support in informing customers about upcoming events.



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KEY QUALITIES

- A positive attitude to work with a willingness to deal with all initial queries from customers.
 - All our volunteers are friendly, approachable and compassionate to our customers.
 - Good communication and interpersonal skills are important as well as being able to build strong relationships quickly with staff, volunteers and customers.
 - Ability to think remain calm and purposeful under pressure and to ask for help from other staff or volunteers if needed.
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PHYSICAL DEMANDS

This is a sedentary role and as a Welcome Desk volunteer you can be seated at all times.

SHIFTS AVAILABLE:

Mondays:	1pm – 4pm
Tuesdays:	1pm – 4pm
Wednesday:	10am – 1pm
Wednesday:	1pm – 4pm
Thursday:	10am – 1pm
Thursday:	1pm – 4pm
Friday:	1pm – 4pm

If you are interested in this role but can only commit to a two hour shift, we would still be pleased to hear from you.

HOW TO APPLY:

Please contact us for a Volunteer Application form and return to the Business Manager at Clarke Foley.

Tel: 01943 607016

Email: admin@clarkefoley.org.uk