



Volunteer Person Specification

Role Title: Welcome Desk

Department: General

Date: May 2017

Main Duties and Responsibilities:

1. A friendly and welcoming face of the church and project
2. Talking to visitors about the project and history of the church and gardens
3. Giving mini tours and helping them engage with events
4. Assist with room set-up and event set-up
5. Dependent on shift, assist with opening and closing the building; support for lone working cover

Days/hours for role: Various, Monday to Sunday during morning, afternoon and evening hours with a weekly commitment of a 3-4 hour shift

Location: Quay Place, Ipswich

DBS Check Applicable: No

Attributes	Essential Criteria
Skills & Abilities	<ul style="list-style-type: none"> • Happy to talk to visitors • Confident to talk about project after training • Knows when to seek help or refer • Confident to open up building and assist with closing down after training • Flexibility, problem-solver
Knowledge & Experience	<ul style="list-style-type: none"> • Some customer service experience useful but not essential
Attitudes & Values	<ul style="list-style-type: none"> • Friendly • Approachable and easy going • Non-judgmental • Aware of boundaries • Happy to take on training • Reliable and honest attitude

Enquiries to info@quayplace.co.uk Tel: 01473 569696