

Meet and Greet Volunteer Role Description

Department where based: The Hive, Worcester

Hours per week: To be agreed

Days during the week and during the year: To be agreed.

Note: The Hive is open 8.30 – 22.00 every day except Bank Holidays. Core hours are between 10.00 and 19.00, but shift patterns include weekends and evenings. Each volunteer shift lasts between 2-3 hours, mainly between 10am-3pm, though there may be events outside of these times.

Start date: June 2014

Overview of the Role

To create a friendly, welcoming and helpful environment at the Hive. To offer directional advice and practical assistance as required by customers and visitors in collaboration with front of house staff.

Key activities

- To display a helpful, friendly and courteous attitude to customers, visitors, and colleagues in line with The Hive Customer Service Standards.
- To be proactive as a contact point welcoming people into the Hive.
- To provide clear and accurate directional information to help people find their destination.
- To escort people to their destination as appropriate.
- To help direct people to information about activities taking place in the Hive
- To help collect feedback from customers and visitors.
- To refer to appropriate member of staff if help is required outside of the remit of this role.
- To help keep the environment tidy and pleasant
- To attend regular training sessions as required (all volunteers are required to attend sessions on meeting and greeting and data protection)
- Comply fully with existing policies and procedures of Worcestershire County Council, including Code of Conduct, Health and Safety and Equality and Diversity.

Person specification

We are looking for volunteers who:

- Adopt a friendly, welcoming approach
- Are polite and courteous at all times
- Are able to engage with a wide range of people
- Are comfortable taking the initiative to approach people and offer assistance
- Are comfortable and enthusiastic in acquiring new skills.

DBS check

Not required

References

Required

27th April 2014v.1

Lisa Snook and Janine Downes

a partnership between:



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