

St Peter's Hub Volunteer Job Description

Role: Hub Receptionist

Volunteer Name: _____

Volunteer Signature: _____

Date Agreed: _____

Safeguarding Statement:

The Church takes the safety of everyone within the church very seriously and expects that everyone will work within the church safeguarding policy. In particular, the Church expects anyone who becomes aware of a safeguarding risk or of actual abuse, to immediately report it.



By signing this description, all workers commit to the following...

Principles:

- Treat everyone with respect;
- Recognise and respect their abilities and potential for development;
- Promote their rights to make their own decisions and choices, unless it is unsafe;
- Ensure their welfare and safety;
- The promotion of social justice, social responsibility and respect for others; and
- Confidentiality, never passing on personal information, except to the person to whom you are responsible, unless there are safeguarding issues of concern (e.g. allegations of abuse). Safeguarding issues of concern must **always** be reported to the Police or Social Care services and Diocesan Safeguarding Adviser.

You are responsible to the Hub Coordinator, Jenny Radford, hubcoordinator@stpeters-woolton.org.uk 0151 428 6810 and ultimately to the PCC.

Key general responsibilities and accountabilities:

- To work alongside others (especially those children and adults who may be experiencing, or at risk of abuse or neglect) in a way that meets and develops their personal, social and/or spiritual needs, exercising active pastoral concern.
- To represent the needs and views of vulnerable people to your volunteer coordinator where appropriate, or enable them to do this for themselves.

Key responsibilities and tasks of the Hub Receptionist role:

- Welcome everyone warmly, ensure visitors sign in and out and encourage Covid safety advice adherence.
- Respond to all requests in person, via the office email address and phone line, asking colleagues and staff for help or passing on messages via email where needed.
- Respond to Heritage visitors' requests readily including enabling church hall viewings and merchandise sales.
- Offer hot drinks and biscuits or cakes to visitors not attending a specific group.
- Play your part in keeping the Centre clean, tidy and organised.
- Support any of our groups, volunteers, staff and the wider community by carrying out administrative tasks and activity preparation as required.
- Provide mutual encouragement and support to other Hub team members.

This letter is binding in honour only; it is not intended to create a legally binding contract between us and it may be cancelled at any time at the discretion of either party. Neither of us intend any employment relationship to be created either now or at any time in the future.

Person specification

1. Able to demonstrate an ability to work with people, some of whom may be vulnerable.
2. A willingness to develop your skills and training.

As a volunteer you can expect that we will do our best to provide a supportive, inclusive and positive environment where you are treated with respect and courtesy and provided with training. You are not expected to continue indefinitely in this role and can ask your coordinator for a review or a role change if desired.