

VOLUNTEERING AT ARC

#JoinTheTeam

ROLE TITLE:	WELCOME TEAM MEMBER
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VOLUNTEERING AT ARC:

Atlantic Racquet Centre is committed to our vision of being a community racquet and fitness centre where **everyone** can exercise, socialise and develop skills in a safe and supportive environment; an organisation that improves the health and wellbeing of all local people. As a member of the 'ARC Volunteer Team' you will sit right at the heart of this vision with the opportunity to help us promote a fun, family focussed, and inclusive ethos. As a volunteer you will become an essential part of our team. You will be valued, respected, and encouraged to develop your own personal skills and experience through volunteering.

ROLE DESCRIPTION:

As a member of our Welcome Team you will work alongside our employed staff in ensuring our centre is as welcoming and friendly as it possibly can be. During your shifts you'll man our front desk and be the first point of contact for anyone arriving at or phoning the centre, directing them to their court/ activity, making sure they have everything they need, answering their questions, and most importantly making them feel welcome and a part of the ARC community.

BENEFITS OF ROLE:

- The chance to meet and talk to lots of new people from all walks of life
- Gain valuable experience in customer service both face to face and over the phone
- Contribute to the success and atmosphere of ARC
- Invitation to regular ARC Volunteer Team celebration & training events
- A coveted ARC Volunteer T-Shirt and name badge

SUGGESTED TIME COMMITMENT:	3 Hours Per Week
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Our volunteer structure allows you to tell us how many weekly hours you'd like to commit. The 'suggested time commitment' above is a guide for what we might expect for this role but you're welcome to commit to more or less than this if you want to and we feel it's appropriate to do so in this role.

WORKING HOURS:	Working in 3-hour shifts. These shifts can be rota' d anytime during our weekly opening hours at a time to suit you.
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KEY TASKS:	
<ul style="list-style-type: none"> - Welcoming people to the centre as they arrive - Answering the phone - Ensuring people know where they are going and have everything, they need - Sharing information of our services, memberships and offers - Completing simple admin tasks when not dealing with members/users - Alerting centre staff to any issues that may arise 	

SKILLS, ATTRIBUTES, KNOWLEDGE, EXPERIENCE	
ESSENTIAL	<ul style="list-style-type: none"> - Positive, energetic, approachable, and friendly - A confident verbal communicator - A passion for ARC and its vision - Committed to dedicating time to the role on a regular basis - Be a minimum of 16 years of age
DESIREABLE	<ul style="list-style-type: none"> - An existing knowledge of some of our services, memberships and offers - Experience of customer service face to face and/or over the phone - Prior safeguarding training/ knowledge - An existing in date DBS check

Full training and role induction will be provided.

HOW TO APPLY:

To apply for this role please send an email to Tom Vinall (tom@atlanticracquetcentre.co.uk) with a short covering letter explaining why you want to join the ARC volunteer team and how you meet the essential criteria for this specific role.

All applicants will be asked to attend a 1:1 consultation to discuss the role and their interest either face to face, or via Zoom.

All applicants must be willing to attend a Volunteer Induction session.

If you have any questions about the role please also contact Tom Vinall

