



**Elmbridge**  
Borough Council  
*... bridging the communities ...*

**Community Support Services  
Volunteer Role Profile**  
**Information Desk/Lunch Ticket  
Volunteer**

Directorate	Community Support Services
Location	Seven Centres for the Community (in Claygate, Cobham, Hersham, Molesey, Thames Ditton, Walton and Weybridge)
Reporting to:	The Centre Manager
Client group:	Older People (over 65 years)
Specific duties:	<ul style="list-style-type: none"><li>• Welcoming centre members and members of the public to the centre,</li><li>• Selling small items of stock from the centre shop,</li><li>• Collate the number of lunch tickets sold,</li><li>• There may be other tasks within this role that may be required from time to time that are not included in the above.</li></ul>
Would suit someone who:	<ul style="list-style-type: none"><li>• Enjoys meeting and working with people.</li><li>• Has an outgoing and sociable personality.</li><li>• Is customer focused.</li><li>• Wants to support their local community</li><li>• Increase their experience and improve their employability</li></ul>
Required skills:	<ul style="list-style-type: none"><li>• Good communication.</li><li>• Confident in handling money</li></ul>
Induction and training:	We provide a comprehensive induction programme including use of the cash register and there is an ongoing training and awareness raising programme
References:	2 satisfactory references are required
DBS status:	A DBS check is not required for this role.
Time of sessions:	<ul style="list-style-type: none"><li>• Length of sessions are 2 to 3 hours.</li><li>• Sessions run Monday to Friday,</li></ul>
Commitment required:	We need a schedule of volunteers at least one week in advance. We can offer regular slots on the rota or an on-call rota.
Satisfaction:	A contribution towards the work of Community Support Services and a great way for you to meet and make new friends in the local community.
Contact information:	Preventative and Support Services Manager Community Support Services Elmbridge Borough Council Civic Centre, High Street, Esher Tel No: 01372 474552 Email Address: <a href="mailto:commservices@elmbridge.gov.uk">commservices@elmbridge.gov.uk</a>