
Volunteer Profile

Information Desk Volunteer

Our seven Centres for the Community aim to promote an active and full life for residents. Each centre has an information desk where we welcome visitors and take lunch orders from members.

What does this role involve?

- Welcoming centre members and other centre visitors
 - Selling lunch tickets and taking reservations via telephone
 - Keeping a record of the number of lunch guests so the kitchen staff can plan their meals
 - Selling items from the centre shop, from snacks and greetings cards to fresh eggs and seasonal gifts
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Where is the role based and when will I be needed?

The Centres are in Claygate, Cobham, Hersham, Molesey, Thames Ditton, Walton and Weybridge. Centres are open Monday to Friday (or Mondays and Thursdays in the case of Thames Ditton) and the information desk is manned in the mornings before lunch, from 9.30am to 12.30pm. Most of our volunteers operate on a rota basis, taking the same slot each week or every other week.

Who will I report to?

The Centre Manager will be there to take you through your initial induction, give you any instructions and deal with any queries or issues you have while you're volunteering with us.

Who would this role be suitable for?

This role would be ideal for someone who:

- is outgoing and enjoys meeting people
- wants to support and get to know others in the local community
- would benefit from a regular, routine volunteering role



Elmbridge
Borough Council

Are there any requirements for this role?

No prior experience is needed for this role, but our visitors do love to chat so be prepared to share some stories of your own!

Will I have to do any training?

Your induction will include instructions on how to take lunch bookings and use of the cash register.

Will I need a DBS check?

You will not need a disclosure and barring service (DBS) check for this role.

This sounds like the role for me! How do I apply?

If you've decided on a role that's right for you, you can contact our Volunteer Coordinator on 01372 474 552 or email commservices@elmbridge.gov.uk.

They will then arrange a meeting with you to discuss what you would like to get out of the role and take you through the application and DBS process.

Please note that for all our volunteers we require two references, either from an employer or a character reference from someone who knows you.