

Volunteer Welcomer & Receptionist

ROLE OUTLINE



St Barnabas Church Centre is located on a vibrant and diverse high street. The church centre includes a community space and conference rooms operated by paid staff with the generous help of occasional volunteers. St Barnabas is an inclusive and Eucharistic church that is home to a diverse congregation striving to be welcoming to all. We long to bring God's word and the knowledge of God's love to the whole community of Erdington and believe in the power of Jesus to transform lives.

Working within the vision of the church, the purpose of this role is to help the existing staff and volunteers in making the church centre a welcoming and accessible space for everyone who uses it, from church centre delegates visiting for professional training to members of the public accessing community events.

Role	Volunteer Welcomer & Receptionist
Responsible to	Suzy Pearson / Natalie Kibble
Key Responsibilities of the Role (tasks to be undertaken)	
<ul style="list-style-type: none"> - Assisting staff members in providing access to those using the church building at the start of the day and during breaks in the day - Making clients, service users and members of the public feel welcome and at home at St Barnabas as the first face they see on arrival - Helping provide the easiest access to the building for those with limited or reduced mobility - Monitoring people coming in and going out of the building of the building - Signposting users of the church centre to the spaces or members of staff they need - Taking phone calls and redirecting calls to the Church Office - Receiving deliveries into the building, including parcels, cleaning products and catering - Administration tasks including organising church signage and keeping the reception area clean and tidy 	
Any arrangements for induction, training & support	
As part of the St. Barnabas team, all volunteers and staff undertake training and support to ensure you are familiar with: <ul style="list-style-type: none"> - Health and Safety Training, St. Barnabas Values, Safeguarding and Data Protection policies - You will be required to attend Basic and Foundation Safeguarding training every 3 years 	
Person Specification	
<ul style="list-style-type: none"> - An understanding of and commitment to St Barnabas' values and mission - A team player - A clear and confident communicator - Ability to relate well to a variety of room hire clients using the building including families, children and/or young people - Knowledge and understanding of confidentiality and safeguarding - Friendly, approachable, open, inclusive, welcoming and personable 	

- Punctual, reliable and proactive	
Any practical arrangements relevant to the role (e.g. process for paying expenses, times role should be carried out, provision of equipment)	
<ul style="list-style-type: none"> - Be present for the duration of the time agreed in advance - Arrive at the start of the day to help welcome and assist building users on arrival 	
Role to be reviewed: Every two months.	
The role is eligible for a criminal record check which is renewable every five years	Yes

Safeguarding

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 raise this with Emma Sykes (Vicar) or Louise Ordidge (Parish Safeguarding Co-ordinator)

Those who work with children, young people and/or adults who are vulnerable should have a commitment to:

- Treat individuals with respect
- Recognise and respect their abilities and potential for development
- Work in ways that meet and develop their personal, spiritual, social and pastoral needs
- Promote their rights to make their own decisions and choices, unless it is unsafe
- Ensure their welfare and safety
- Promote social justice, social responsibility and respect for others
- Maintain confidentiality, never passing on personal information, except to the person you are responsible to, unless there are safeguarding issues of concern which must always be reported to the person named above.

Hours of work: Flexible depending on the availability of volunteers. Essentially, we are looking to provide cover on our reception from 8.30am – 4.30pm Monday to Friday. Ideally, we need volunteers to commit to at least one day a week. Hours can be discussed at interview.

How to apply: Please complete a St Barnabas Church Centre job application form. This can be downloaded from the Church website at: www.stbarnabaserdington.org.uk or email: jane@stbarnabaserdington.org.uk and we will send you a form.