
Volunteer Profile

Information Desk Volunteer

Where is this role based?

Each of our Centres for the Community has an information desk where visitors are welcomed to the Centre and Lunch orders are taken. The Centres are across Elmbridge (in Claygate, Cobham, Hersham, Molesey, Walton and Weybridge) so you can choose the one which is most convenient for you.

What does this role involve?

- Welcome centre members and other visitors to the Centre.
- 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 yarn, stationery and seasonal gifts.

When will I be needed?

The information desk is usually manned in the mornings before lunch, from 10am to 12.30pm. Days vary by Centre, but you can discuss with our volunteer coordinator which days and centres would work best for you.

Most of your 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.

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 listen, or 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@elmsbridge.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.