

VOLUNTEER ROLE PROFILE

Front of House Volunteer Officer



This document is your roadmap to success. It is an important tool that supports your volunteer time at Cire and beyond. Our aim is to be clear about what you need to do to achieve success personally and professionally. We will describe the types of activities, tasks and responsibilities that shape your role, as well as showing you what it looks like when you have been successful. It is also important to understand that your behaviours, attitude and demonstration of Cire’s Values form part of your success.

Organisation Profile

Cire Services Inc. is an advanced, community based, not for profit organisation. Cire operates a range of services to meet community needs through education and provision of services.

- We are a **Registered Training Organisation (RTO)** offering accredited, pre-accredited, work skills and leisure courses.
- Our **Community School**, a registered independent school, provides secondary curriculum to students in an alternative school environment.
- **Family and Children’s Services** supports children’s services for long day care, pre-school programs, occasional care, vacation care and before and after school care.
- **Community Hubs**, bringing people together to connect, learn and contribute in their local community through social, education, recreational and support activities.

Our Values



OVERVIEW	
Title	Front of House Volunteer Officer
Business Unit	Community Hub
Department	Community Hub
Reports To	Executive Manager - Community Hubs
Primary Location	Chirnside Park
Date Prepared	May 2019

ROLE PURPOSE	
The Front of House Volunteer Officer position supports the day to day running of the Hub and the Hub team. This role helps to ensure that all staff, stakeholders and visitors have a welcoming and positive experience when interacting with the Hub.	

PARAMETERS	
Direct Reports	None
Key Internal Stakeholders	Managers, ELT, CEO, Board, Education and Training department, Community Hub Coordinators
Key External Stakeholders	Community groups, community members, community organisations, neighbourhood houses, service providers
Key Challenges	1. Supporting a diverse range of clients and visitors

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	2. Maintaining up to date knowledge of the key processes within the Community Hub
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ROLE REQUIREMENTS:

- Clear National Police Check
- Working with Children Check (Volunteer) (Victorian)

YOUR AREAS	WHAT YOU DO
	<ul style="list-style-type: none"> • Provide reception support including greeter visitors, answering phones and assisting with enquiries where appropriate
	<ul style="list-style-type: none"> • Under the guidance of the Hub Coordinators, assisting with room preparation including set up/pack up of furniture, setting up equipment, supporting groups with refreshments, etc
	<ul style="list-style-type: none"> • Assisting with maintaining a tidy and welcoming space in the common areas
	<ul style="list-style-type: none"> • As requested by the Hub Coordinators, assisting with administrative duties such as bookings, course enquiries, purchasing requests and other similar duties as required
	<ul style="list-style-type: none"> • Assisting other business units within the Hub with administrative duties as appropriate and required
Values	<ul style="list-style-type: none"> • Demonstrate and work with: • Integrity; we do what we say, and we stay true to our values and commitments; • Respect; We respect those in our communities, and • Quality we focus on providing high quality services across all aspects of our organisation.
OH&S	<ul style="list-style-type: none"> • Understand WorkSafe requirements and act responsibly • Comply with OH&S standards and responsibilities • Report hazards and incidents immediately or within 24 hours at the latest • Regularly check the workplace for safety • Ensure other employees are operating safely, and address unsafe practices.

I confirm that I have read and understand my requirements, accountabilities and outcomes as outlined in this Volunteer Role Statement.

Volunteer name

Volunteer Signature

Date signed

Supervisor Signature

Date signed