

Thurrock Council volunteer role description

Community hub volunteer

Supported by	Community Hub Co-ordinator
Role summary	Assisting in community hub services, events and activities.
Location	Various locations across Thurrock. Volunteers are allocated a specific hub. Your preference will be taken into account – please state on your application.
How to apply	Complete the application form at www.thurrock.gov.uk/volunteering

Tasks and responsibilities

Tasks may vary between hubs and volunteers but can be agreed in advance. They could include:

- first point of contact with customers at the hub
- help signpost and assist customers and services within the hub
- assist with computer usage including helping customers to fill in online applications
- assist with room bookings
- help conduct surveys with residents
- make refreshments for visitors

Skills and experience

You must:

- be willing to gain a broad knowledge of what's going on in the community hub and learn more about the local area
- have good communication skills
- be willing to help others

Time commitment

There are no specific time commitments. Time will be agreed with the volunteer in advance, although at least 3 hours per week is preferable. Hubs are open on different times and days.

Support you will get

We will:

- reimburse expenses, as agreed
- provide induction training
- provide relevant training, including information about the hub building and accordance with equality and diversity policies

This role may require a Disclosure and Barring Service (DBS) check.