



### GREEN HUB VOLUNTEER ROLE DESCRIPTION

<b>ROLE TITLE:</b>	Green Hub Volunteer
<b>BASIS:</b>	At least 1 x 3 hour shift. The hub is open from 10am 6pm Thursday, Friday, Saturday and Monday and 11am-5pm on Sunday. Volunteers for this role must be over 18 years of age
<b>SECTION:</b>	Volunteer support
<b>LOCATION:</b>	The Glades, Bromley, BR1 1DN
<b>REPORTING TO:</b>	Green Hub Coordinator
<b>RESPONSIBLE FOR:</b>	Creating a supportive, non judgemental and engaging experience for the visitors and other volunteers in our Green Hub
<b>DBS Check</b>	Some volunteer duties may require a DBS check.

#### Purpose of Volunteer Role

This role will be a valuable part of our team, helping us to share crucial information and events to our supporters, as well as communicating what support we can give to people interested in normalising a greener, more sustainable way to live in all aspects of our lives and the lives of our communities.

#### Main Tasks

- Greeting the public when they come into the Hub
- Answering their questions, seeking out the correct answer and getting back to them when the answer isn't readily available
- Signposting visitors to other sources of information
- Providing help to visitors who need to access customer services from the Library of Things

- Conducting surveys and inputting the answers into an iPad
- Taking donations via a card machine
- Setting up information displays
- Setting up the space for events, may involve moving light furniture
- Assisting with workshops
- Opening and closing the Hub
- Keeping the Hub clean and tidy

### **What Impact Would You Have?**

Improve accessibility of information on Green Sustainable living.

Grow our profile as a hub of information, support, and guidance for residents, their families and the wider community.

Enable self-sufficient access to vital information.

As we come together as individuals to change what we do, to influence the people we love to make changes and to collectively influence decision makers, we really can make a difference!

### **Experience and skills**

#### **Essential**

- Enjoy meeting people and happy to follow our brand guidelines and tone of voice
- Excellent verbal communication skills
- Excellent interpersonal skills, ideally with experience of working with members of the public, consumers, customers or donors
- Willing to apply disability, equality and inclusion practises
- Willing to keep people's personal data safe
- Able to be non-judgemental whatever the other person's view •

Passion for being 'Green' and a willingness to learn more

- Excellent organisational and time management skills with the ability to multitask
- Ability to work flexibly & collaboratively on your own or as part of a small remote team
- Be over 18 years of age

#### **Desirable**

- Experience of the charity sector
- Knowledge and understanding of Green issues
- Good research skills and able to motivate and support contributions from others
- Willing to develop skills and experience
- Able to promote our work publicly
- Keen to communicate our core messages