



Renewal Programme Front of House Ambassador - Role Description

Are you contemplating a career in customer service? Are you passionate about engaging with people, giving them a great welcome and supporting them to access our services?

This role might be for you!

Role Title	Front of House Ambassador
Minimum Time Commitment	<ul style="list-style-type: none"> - Minimum 3 months' commitment - Must have some availability on Tuesday, Wednesdays and Fridays, 11am to 1 pm
Location	395 High St North E12 6PG
About Us	<p>The Renewal Programme is a well-established and respected local charity based in the London Borough of Newham. We support those who are facing multiple challenges - they might be a migrant or refugee without access to public funds, suffering with homelessness, experiencing poverty, or unable to communicate in English. We empower people to reach their full potential through offering advocacy, education, temporary accommodation and a wide range of positive activities. We support over 3000 people a year and have been working with Newham communities for over 50 years.</p> <p><u>Our vision</u> Vibrant and integrated Newham communities where everyone has access to suitable jobs, homes, health and education.</p> <p><u>Our mission</u> To stand alongside those who struggle by inspiring hope and offering opportunities for connection, growth and progress.</p> <p><u>Our values</u> DIGNITY - Treating everyone with kindness and respect. INCLUSION - A community where everyone belongs. COLLABORATION - Working together to achieve more. EMPOWERMENT - Co-creating opportunities for positive change.</p>

About the Role

Our community hub in Manor Park is a busy facility where we provide a range of opportunities for growth, connection and development for the whole local community. We run adult education class, advice and support sessions, a busy biweekly foodbank, a hot meals service, and much more. In your role you will support our reception staff to welcome service users to our Food Bank and Hot meals services at our busiest time. You will act as an enthusiastic ambassador for the Renewal Programme, welcoming service users, assisting the receptionist with managing the flow of people and the sign-in system and ensuring that people receive a great customer service experience.

Volunteer tasks include:

- Welcoming service users to the Centre
- Assisting service users with the digital sign in system
- Working closely with the reception team to ensure the flow of visitors is managed safely and efficiently
- Monitor the queuing system and prioritise /support users with impaired mobility or young children
- Answer queries. Engage with service users in the lobby area and in the main hall

Skills & Experience

Personal qualities most suited to the role:

- A strong interest in supporting people
- Confidence and excellent spoken communication skills
- Community languages
- Be an empathetic, enthusiastic, patient and approachable.
- Experience of interacting with people from different backgrounds, including vulnerable people, speakers of other languages and professionals.

	<ul style="list-style-type: none"> ● Reliability and good timekeeping ● To be able to recognise and work within personal and organisational boundaries. ● Good problem-solving skills
Benefits, Training and Support	<ul style="list-style-type: none"> ● The opportunity to develop new skills and gain work experience to add to your CV. ● To be a part of a team who are making a positive change within the local community. ● Support and guidance from your supervisor. ● Support and guidance from the Volunteer Project Manager. ● We will pay any agreed out of pocket expenses. ● Free DBS certification.
Essential	<ul style="list-style-type: none"> ● Must be 18+
Pathways to become a volunteer	<ul style="list-style-type: none"> ● Complete the application form ● Meeting with Volunteer Project Manager ● References ● DBS Check ● Induction
Report to:	Receptionists/Volunteer Project Manager