

# Thurrock Council volunteer role description

## Community hub volunteer

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

### Tasks and responsibilities

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

- being the first point of contact for customers at the hub
- helping to signpost and assist customers and services within the hub
- assisting with computer usage, including helping customers to fill-in online applications
- assisting with room bookings
- helping to conduct surveys with residents
- making 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 in accordance with equality and diversity policies

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