**SCF Volunteer Role Description: Welcome Desk Volunteer**

**Reports to:** Volunteer & Community Engagement Lead
**Time commitment:** Flexible – ideally a regular weekly shift (minimum 2 hours)
**Training provided:** Yes (safeguarding, accessibility, customer service, trauma-aware communication)

**Purpose of the role**

The Welcome Desk Volunteer is the first point of contact for all visitors. You create a warm, inclusive, and calm environment where everyone – from toddlers to tourists, volunteers to vulnerable individuals – feels safe and valued. You represent the heart of Stonebridge City Farm: friendly, approachable, and informed.

**Key responsibilities**

* **Greet all visitors** warmly, offering information and reassurance as needed
* **Answer questions** about the farm, animals, gardens, café, events, and volunteering
* **Promote and sell animal feed**, ensuring safe handling and giving clear instructions (e.g. what animals can be fed)
* **Sell Stonebridge products** (e.g. eggs, honey, crafts), processing payments accurately via till or donation box
* **Encourage donations** in a friendly and non-pressured way
* **Restock items**, keep displays tidy, and update signage or prices if needed
* **Record visitor feedback**, comments, or safeguarding concerns and pass to staff appropriately
* **Signpost visitors** to accessible routes, toilets, quiet spaces, or first aid if needed
* **Distribute maps**, activity sheets, or event flyers
* **Maintain the front desk area** – keeping it tidy, well-stocked, and welcoming
* **Assist with lost property, minor first aid queries, or emergencies** by alerting staff
* **Support inclusion** by being patient, trauma-aware, and alert to visitor needs (e.g. SEND families, isolated older adults, refugees)

**Ideal qualities**

* Friendly, patient, and confident in speaking with people from all walks of life
* Reliable, with a willingness to ask for help if unsure
* Emotionally aware and calm under pressure
* Open to learning about trauma-informed practices
* Comfortable with basic admin tasks and using printed materials

**Benefits to you**

* Gain valuable communication and customer service skills
* Be part of a supportive team with regular training and check-ins
* Make a real difference in helping others feel safe and welcome
* Opportunity to build confidence, meet new people, and contribute to your community
* Receive a Volunteer Skills Passport to track your development

**Additional notes**

Volunteers at the Welcome Desk may also assist with small seasonal projects (e.g. Easter trails, school group sign-ins) or shadow Stonebridge City Farm staff to develop public-facing confidence.