

Welcome Team Hospitality Volunteer

Role and Responsibilities

At The King's Church, Wisbech our vision is: 'That we may present everyone mature in Christ' – by Loving Jesus, Building Relationships and Serving our Community.

By volunteering to be part of the hospitality team you are playing a part in making this a reality in your life as well as in the lives of others. The hospitality team exists to provide a warm welcome to people as they meet us at church. Hospitality demonstrates the love of Jesus in real and practical ways, helping people to feel welcome and comfortable and goes a long way in creating a safe place where faith can be explored and deepened.

The Welcome Team plays a **vital role** in the 'Growth Path' of the church, where 'Next Steps' are made clear to newcomers as well as contact information collected for follow-up thereby hopefully adding new people to the congregation who already meets with us.

Serving as a volunteer not only helps others, but it also helps you and your discipleship. 'Serving our Community' is one of the three core pillars of our vision and all three should be in place in your life in order for you to grow in maturity in Christ. So thank you for taking this step and we pray it will be a real benefit to your spiritual growth too. Your help is greatly appreciated.

Key Leader:

Hospitality Volunteers report directly to Matt McChlery.

Volunteer Role Title: Hospitality Team Member

Preparation time required for this role: Meeting with team leader to discuss being a volunteer. Then you will join the team and will learn on the job through being paired with an experienced member of the team.

Frequency: as per rota, but ideally once or maybe twice a month

General Role Description:

As a Hospitality Volunteer in The King's Church, Wisbech you will be expected to:

- Arrive at church on Sunday between 9-9:30am, giving you time to set up before the service begins
- Arrive on time
- Carry a plastic box of leaflets from cupboard to tables at back of church
- Carry small round table to back of Main Hall
- Set up 'Welcome Table' roller banner at back of Main Hall
- Set up other roller banners around the room
- Place 'Walk This Way' sign up in Foyer on the bar ledge.
- Inform Key Leader if anything is running low ('Hello' cards, Connect Event invitations)

- Locate printed versions of newsletter and updated leaflets for the welcome table in laptop bag
- Pass any named correspondence found in the laptop bag to the right person
- Unpack what is needed from boxes and display attractively on tables
- Place 'activity packs' and 'information table tents' on tables in Main Hall.
- Greet people as they arrive at church
- Give a 'Welcome Pack' to any newcomers and show them where available seats are for them to sit (preferably with others, not on their own somewhere).
- At end of service meet with newcomers at Welcome Table at back of church, collect contact details on 'Hello' card.
- Put any completed Hello Cards, forms or sign up sheets in the laptop bag.
- Pack away equipment and return it to the church cupboard in the Main Hall
- Inform Key Leader of availability for rota and as soon as possible if unable to attend on your scheduled slot
- Complete safeguarding and health and safety training once a year. If you cannot attend the date given this can be conducted virtually at home at your convenience.
- Be aware of The King's Church, Wisbech's health and safety policy and implement it.
- Be aware that safeguarding is everyone's responsibility. If you see or hear anything that concerns you whether it be regarding a vulnerable person or not, you must notify a leader preferably using a 'logging a concern' form which can be found in the church cupboard or on the church website.

Fire Steward:

In the event of a fire alarm going off, the Welcome Team members on duty have the following responsibilities:

- calmly open double doors into the corridor (at the back of the Main Hall)
- if the room divider is closed because Kings Kids is happening, open a space in the room divider for access into the small hall
- Stand by the fire exits (main entrance & fire doors closest to foyer in small hall) and usher people out of the building. Advise them to gather at the Assembly Point, that is around the building in the QMC Car Park by the bollards.
- Once people have left as far as you can tell without re-entering the building, Welcome Team members also need to go to the Fire Assembly Point.

NOTE: It is NOT your role to check every room is empty of people - this is the role of the Health and Safety Leads who are the Fire Marshals in Charge in this situation.