# Role Description

## Welcome Officer

*Note: The detail contained within this role description is indicative only and should be used as such by clubs to adapt to their needs.*

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| **ROLE INFORMATION** |
| **Purpose**  | The Welcome Officer is responsible for welcoming and supporting new members, volunteers and their families’ transition into the club environment. This is achieved through formal orientation procedures, introductions, and the provision of relevant club-related information. |
| **Responsibilities**  | Primary responsibilities for the role of Welcome Officer include:* Act as the club representative for new members and volunteers at registration days, club events and functions.
* Lead group orientation sessions and/or individual induction procedures for new members and volunteers.
* Provide all new members and volunteers with an Orientation Guide Book including all relevant information for further reference.
* Support new members and volunteers to settle into the club through frequent and ongoing engagement.
* Conduct feedback among new members and volunteers to understand their experience and identify possible issues to be addressed.
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| **People Management**  | No direct reports but responsible for coordinating ongoing engagement with new members, volunteers and their families.  |
| **Budget Management**  | Nil |
| Note: Add any additional information/requirements specific to the role that needs to brought to the reader’s attention. * This position requires a clearance/s to work with children which is an essential component of this role and therefore to continuing employment.
* The ordinary working hours for the club can include duty on weekends and evenings.
* The successful candidate for this role will be subject to a National Police Criminal History Check prior to appointment.
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| **EXPERIENCE AND CAPABILITIES** |
| **Qualifications and Experience** | No formal qualifications or experience required.  |
| **Knowledge and Skills**  | * Strong interpersonal and relationship management skills
* Good listening skills and attuned to the interests of members and volunteers
* In-depth understanding of the club, including its history, values, culture, committee members, facility/facilities and relevant member policies and procedures.
* Professional and friendly attitude
* Dedicated club person and good role model
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