

Hospitality Lead (Volunteer)

About the Role

As our Hospitality Lead, you'll help create a warm, welcoming atmosphere for everyone who comes through our doors. You'll support and encourage our hospitality volunteers, help things run smoothly, and make sure every guest feels valued and cared for.

This is a hands-on volunteer leadership role, ideal for someone who enjoys working with people, organising teams, and making others feel at home.

Responsible to: Director of Operations, Communications & PR

Responsible for: Hospitality Team

What You'll Be Doing

- Welcoming guests and helping create a friendly environment.
- Supporting and encouraging the hospitality volunteer team.
- Helping organise volunteer rotas and making sure each event is well covered.
- Ensuring hospitality areas are clean, tidy and well stocked.
- Coordinating refreshments and hospitality for services and special events.
- Being a point of contact for hospitality volunteers and offering guidance when needed.
- Looking for ways to improve the experience for guests and volunteers.
- Working alongside other ministry and volunteer teams.

We're Looking For Someone Who

- Enjoys meeting and serving people.
- Is friendly, approachable and organised.
- Can encourage and support a team of volunteers.
- Takes initiative and enjoys solving problems.
- Communicates well and works collaboratively.
- Shares our values and is passionate about creating a welcoming community.

Time Commitment

Typically **2–4 hours per week**, plus attendance at services or special events as agreed.

Why Volunteer?

This is a great opportunity to:

- Make a real difference in people's experience.
- Build leadership and organisational skills.
- Be part of a supportive team.
- Help create a welcoming community where everyone feels they belong.

Hospitality Team Member (Volunteer)

About the Role

Our Hospitality Team helps make everyone feel welcome from the moment they arrive. Whether you're greeting people with a smile, serving refreshments or helping guests find their way, you'll play an important part in creating a warm and friendly atmosphere.

No previous experience is needed—just a positive attitude and a heart for serving others.

What You'll Be Doing

- Welcoming people as they arrive.
- Greeting newcomers and helping them feel at home.
- Preparing and serving tea, coffee and refreshments.
- Setting up and clearing away hospitality areas.
- Keeping hospitality spaces clean, tidy and well stocked.
- Chatting with guests and helping people connect.
- Supporting the Hospitality Lead during services and special events.
- Working as part of a friendly volunteer team.

We're Looking For Someone Who

- Enjoys meeting and helping people.
- Is friendly, approachable and reliable.
- Works well as part of a team.
- Has a positive attitude and is willing to get involved.
- Shares our vision of creating a welcoming community.

Time Commitment

Typically one service or event each week (or as agreed), with opportunities to volunteer at special events throughout the year.

Why Volunteer?

By joining the Hospitality Team, you'll:

- Help people feel welcomed and valued.
- Build new friendships.
- Develop confidence and teamwork skills.
- Make a meaningful difference in our church community.