

# **WELCOME OFFICER**

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| **Last reviewed on:**  | **Next review date:** |
| **Reviewed by:** | **Approved by:**  |

**Reports to:** President and club members

## Purpose of role

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.

## Qualifications & Desirable Characteristics

* 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.

## Duties & 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.

## 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

## End of year hand over

### Updating key documents

* At the end of each year a key activity of the Welcome Officer will review and revise their position description to ensure it continues to reflect the requirements of the role.
* The Welcome Officer should compile a list of people at the end of each season who have access to each of the website and email newsletter platforms and provide this list to the committee.
* Ideally the Welcome Officer should review the communication plans for the season just finished and make recommendations to the committee for any changes they suggest for next season.
* The updated Position Description and supporting information must be provided to the club secretary prior to the Annual General Meeting each year.

### Induction of the incoming Welcome Officer

* An important responsibility of the outgoing Welcome Officer is to train, mentor and support the incoming Welcome Officer and the next season’s social media team.

## Time Commitment: XX hours per week or as required