**Role: Volunteer Visitor Information**

This Volunteer Agreement describes the arrangement between and you. We appreciate you volunteering with us, and will do the best we can to make your volunteer experience with us enjoyable and rewarding.

**What to expect from Pavilions Teignmouth:**

1. Induction and training - To provide a thorough induction on the work of Pavilions Teignmouth, its staff, your volunteering role and the induction and/or training you need to meet the responsibilities of this role.
2. Supervision, support and flexibility -To explain the standards we expect for our services and to encourage and support you to achieve and maintain them;
3. To provide a contact who will meet with you to discuss your volunteering and any successes and problems;
4. To do our best to help develop your volunteering role with us.
5. Health and safety -To provide adequate training and feedback in support of our health and safety policy.
6. Insurance -To provide adequate insurance cover for volunteers whilst carrying out their volunteering roles which have been approved and authorised by us.
7. Equal opportunities -To ensure that all volunteers are dealt with in accordance with our equal opportunities policy.
8. Problems -To try to resolve fairly any problems, complaints and difficulties you may have while you volunteer with us.

*Please note: Unfortunately Pavilions Teignmouth is unable to offer any kind of remuneration for incidental costs such as parking.*

**Role Description:**

1. To be part of a pro-active team ensuring that customers who contact the Visitor Information Point, whether they be tourists or local residents, receive a professional service that creates a positive and attractive image.
2. To positively promote Pavilions Teignmouth, Teignmouth and South Devon as a whole.
3. Provide excellent customer care at all times
4. Maintaining information displays with details of future events and attractions, keeping leaflet displays well-stocked
5. Ensure you are up to date with local varied knowledge attained from personal interests/recreation, and that you are able to communicate this knowledge to visitors
6. Using I.T. confidently to facilitate enquiries
7. In the event of an emergency to evacuate the building in line with emergency evacuation procedures.
8. To be vigilant at all times, with regard to the safety and security of customers, volunteers and staff. Alerting the Management of any issues quickly and clearly.
9. To assist with marketing and positive promotion of Pavilions Teignmouth.

**What we expect**

We expect you to:

1. Help Pavilions Teignmouth by fulfilling your volunteer duties;
2. Perform your volunteering role to the best of your ability;
3. Follow the organisation’s procedures and standards, including health and safety and equal opportunities, in relation to its staff, volunteers and clients;
4. Maintain the confidential information of the organisation and of its clients;
5. Attend at the agreed times and meet the time expectations and standards which have been mutually agreed;
6. Inform the relevant department if you are unable to attend through illness, accident or emergency at least one hour before you are due to start;

Provide referees as agreed who may be contacted, and to agree to a Criminal Records Bureau check being carried out where necessary.

This agreement is binding in honour only; it is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Through this agreement, neither parties intend any employment relationship to be created either now or at any time in the future.

By submitting the form, you confirm that you accept the terms of this agreement.

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| --- | --- | --- | --- |
| Name |  | Signed |  |
| Contact Number |  | E-mail |  |
| Please provide a contact name and number of an emergency contact number. |  |

|  |  |
| --- | --- |
| Referee 1. | Referee 2. |
| Name |  | Name |  |
| e-mail |  | e-mail |  |
| Phone |  | Phone |  |
| Nature of relationship |  | Nature of relationship |  |