

Role: Community Welcome Volunteer

Charity: The Eric Liddell Community

Location: 15 Morningside Road, Edinburgh, EH10 4DP

About the Role

The Eric Liddell Community is seeking warm, friendly, and approachable volunteers to join our team in a meet and greet role based in our community hub. As one of the first people visitors meet, you will help create a welcoming atmosphere, support people to find their way around the building, and help them understand the services, activities, and opportunities available.

If you enjoy meeting people, offering reassurance, and helping others feel confident in a community setting, this is an excellent opportunity to support a leading charity providing vital support to people living with dementia, carers and the wider community.

Key Responsibilities

- Welcoming Visitors: Provide a warm, friendly welcome to clients, carers, visitors, volunteers, and community members as they arrive. Supporting them to sign in as appropriate.
- Wayfinding Support: Help people find their way around the building, including directing them to activities, rooms, and services.
- Information and Signposting: Help visitors understand what support, activities, and opportunities are available at The Eric Liddell Community, and connect them with the right member of staff where needed.
- Encouraging Involvement: Share information about ways people can get involved, including groups, events, fundraising, volunteering, and community activities.
- Creating a Positive Experience: Support a calm, welcoming, and inclusive environment where people feel listened to, respected, and supported.
- Promoting a Safe and Welcoming Environment: Help maintain a welcoming atmosphere by reporting any concerns about the wellbeing of visitors or the building to a member of staff.
- Supporting the Community Hub: During quieter periods, assist with a range of light tasks that help keep the Community Hub welcoming and running smoothly. This may include replenishing information leaflets, tidying the welcome area or updating noticeboards.

This is a welcoming and signposting role rather than a reception or administrative position. Volunteers are not expected to handle cash, confidential information, bookings, or operational enquiries, and will always be able to refer questions to staff where appropriate.

Requirements

- People Skills: A friendly, patient, and approachable manner, with confidence in speaking to a wide range of people.

- Communication: The ability to listen carefully, explain information clearly, and know when to ask a staff member for support.
- Confidence in a Community Setting: Comfortable being visible and available in a busy building, helping people feel welcome and at ease.
- Reliability: A dependable and supportive approach, with a commitment to creating a positive experience for visitors and community members.

Training & Support

Volunteers will receive a full induction to the building, services, activities, and key staff contacts, along with guidance on welcoming visitors, signposting sensitively, and supporting people to find their way.

Time Commitment & Flexibility

Core hours are Monday to Friday, 10am – 3pm. We are looking for volunteers who can offer a regular weekly slot, either 10-12.30 or 12.30-3pm.

How to Apply

To express your interest, please contact Rhona Hunter, Volunteer Coordinator, at hh@ericliddell.org. Please include a brief summary of your background and your preferred availability.