

Volunteer Role Profile

Volunteer Role: Welcome Team member

Volunteer reports to: Lauren Hall

Why we want you

- Our church is growing, and we want everyone who comes through our doors to receive a warm, friendly, and consistent welcome each week.
- The Welcome Team plays a vital role in helping people feel seen, valued, and at ease, particularly those who are new to our church or exploring faith for the first time.
- A positive welcome helps to build relationships, encourages people to return, and creates a safe space for people to ask questions and engage with church life.

What you will be doing

- Being part of a rota-based team, volunteering on Sunday mornings and committing to pre-arranged shifts when you are available.
- Serving in one of two Welcome Team roles: **Host** or **Steward**, depending on your preference, confidence, and experience.

As a Host, you will:

- Help set up the tea and coffee station before the service.
- Replenish refreshments after the service and assist with washing up.
- Support the smooth running of hospitality during Sunday services.
- Work as part of a team, usually alongside at least one other volunteer.

As a Steward, you will:

- Help prepare the church building for Sunday services, ensuring welcoming and tidy spaces.
- Put out and bring in the 'Welcome Home' flags and open the main church doors.
- Ensure weekly bulletins are ready and offer them to people as they arrive.
- Offer a warm, friendly welcome to everyone entering the building.
- Engage in appropriate conversation with newcomers to help them feel comfortable.
- Support new families by directing them to the Children's Team and relevant facilities.
- Show people where refreshments, toilets, and seating are located, and sit with those who arrive alone if helpful.
- Introduce newcomers to others where appropriate and ensure they leave with a bulletin or newsletter.
- Assist latecomers during the first song and sit at the back of the sanctuary to help as needed, including during baptism services.

- Following the direction of your Team Leader, working within any risks assessments as provided.
- Operating within the values of Four Oaks Baptist Church, reflecting Christ in all you do within your role.

The qualities and skills you need

- A friendly, approachable manner and a heart for welcoming others.
- Good communication skills and a willingness to engage with people of all ages and backgrounds.
- Reliability and a readiness to work as part of a planned rota.
- Sensitivity and awareness when supporting people who may be new, nervous, or exploring faith.
- A sensible regard for health and safety.

What's in it for you

- A meaningful opportunity to serve God by helping create a welcoming, safe, and caring church environment.
- The chance to build relationships and become more connected to church life.
- Training, guidance, and support to help you feel confident in your role.
- Flexible volunteering through a rota system, so you know when you are on duty and when you are not.
- The encouragement of knowing your welcome can make a lasting difference in someone's faith journey and experience of church.