

# WELCOMING OFFICER



## POSITION DESCRIPTION

### PRIMARY PURPOSE OF POSITION

---

The (club name) Gliding Club Welcoming Officer(s) is primarily responsible to make new and potential members, volunteers, and their family/friends feel welcome at (club name) and to support them in learning club activities and settling in. To assist with this process clubs should consider a new member induction, introductions, and delivery of club related information.

The Welcoming Officer(s) will also support all members to feel comfortable attending social events by personally inviting and providing encouragement to members to attend. Welcoming Officer(s) will be encouraged to fulfill a 'meet and greet' role at club functions and events to help make people feel comfortable and connected to other club members.

If a member has not been at the club for a period of time without notification, a Welcoming Officer will make contact to determine if everything is ok and to encourage future attendance at the club.

### Key Responsibilities

- Ensure (club name) promotes the participation and achievement of gliding for the needs of its members, community, and additional stakeholders.
- Make contact (via phone or in person) with any new membership, visitor, or AEF's at the club to provide a friendly face and offer any assistance in understanding the club or GA opportunities.
- Take new members through an informal induction and ensure they have the information they need to settle in smoothly.
- Provide new members with a Welcome Kit/Club Handbook and take them through the contents.
- Seek individuals who can continue to support newcomers through informal mentoring or buddy system.
- Ensure new members are included on newsletter and social event distribution lists, as well as understand any other club communication and/or booking tools.
- Encourage attendance at social, club, and gliding events to create a sense of belonging with the club.
- Act as a 'meet and greet' person at club-based events.
- Follow up with any members who have not been at the club without explanation to encourage re-engagement and gliding participation. Address issues that may come out of these conversations.
- Relay any issues/feedback/suggestions to relevant areas and/or the Management Committee as they arise.
- Review and revise (club name) Welcoming Officer position description to ensure it continues to reflect the requirements of the role.
- Train, mentor, and support the next (club name) Welcoming Officer.

### Knowledge, skills, and abilities

- Be friendly and easy-going when approaching others.
- Be a person who can develop good relationships internally and externally

# WELCOMING OFFICER



## POSITION DESCRIPTION

- Enjoy the club themselves and be enthusiastic about the club and its activities.
- Be very accepting of all people and keen to develop a diverse member base
- Be around the club often so people can connect with the role.
- Attend social functions, and club activities to understand the 'meet and greet' role.
- Be a good listener and attuned to the interests of members and other interested groups.
- Be a good role model and a positive image for the Club.

## Other requirements

- Induction Training
- Working with Children Check (insert correct state authority)
- If at any stage the (club name) Welcoming Officer becomes aware of a personal conflict of interest, real or perceived between themselves and the club, they should immediately notify the (club name) Secretary.