



Volunteer Activity Support Worker

Location: Local Hub, 5 Pinewood Place, Knottingley, WF11 0QH

Reports to: Kaylee Thompson, Community Development Worker

Hours: Flexible (aligned with activity sessions, weekdays/evenings)

No previous experience necessary

Role Overview

We are looking for friendly and dependable volunteers to support activities taking place within our local hub space. This role focuses on helping sessions run smoothly, creating a welcoming environment, and providing practical support to participants and visitors.

You will work closely with the Activity leader.

What You'll Gain

- Experience working in a community
- Skills in customer service and event/activity support
- Opportunity to meet new people and support your local community
- Being part of a positive and welcoming hub environment

Training & Support

- Full induction provided
- Ongoing support from hub staff and coordinators

Additional Information

- This is a voluntary (unpaid) position
- Reasonable expenses may be reimbursed (if applicable)
- Flexible shifts available depending on activities schedule



Key Responsibilities

Session Support

- Assist with the setup and pack-down of activities
- Support activity leaders during sessions as needed
- Help ensure sessions run safely and smoothly

Opening & Closing Duties

- Open and prepare the hub space for activities
- Ensure the space is clean, safe, and welcoming
- Secure the building at the end of sessions (if required)

Hospitality

- Prepare and serve tea, coffee, and refreshments
- Maintain cleanliness of kitchen/refreshment areas

Customer & Visitor Support

- Welcome participants and visitors
- Answer general queries about activities and the hub
- Signpost people to relevant services or staff where needed

General Duties

- Help maintain a tidy, clean and organised environment
- Follow health & safety procedures
- Work collaboratively with staff and other volunteers

Skills & Qualities

- Friendly, approachable, and supportive
- Good communication and interpersonal skills
- Reliable and punctual
- Ability to use initiative and stay calm in a busy environment
- Basic organisational skills
- Willingness to help with practical tasks (e.g. setting up, making drinks)