

**GUEST SERVICES VOLUNTEER  
– OFFICE  
Pax Lodge, Hampstead, London**

**Role Description**

One of four World Centres, Pax Lodge is the place for members and families of the World Association of Girl Guides and Girl Scouts to meet. We offer accommodation, international volunteering programmes and employment opportunities, and a wide range of activities.

**Reporting to:** Deputy World Centre Manager: Guest Services

**Main purpose of the role:**

- To assist the Guest Services Team in the Pax Lodge Reception and Office in line with policies established by the World Centres Committee.
- To establish and maintain a friendly and welcoming atmosphere for all guests and visitors.
- To particularly assist with office administration including accommodation and tour bookings.

**MAIN DUTIES AND RESPONSIBILITIES**

**Administration - Front Desk Duties:**

- Welcome all guests to Pax Lodge and complete relevant check in procedures.
- Respond to guest enquires in person, by phone and by email.
- Assist with setting up rooms for events or conferences as required.

### **Administration – Office:**

- Assist with End of Day procedures using computer based Hotel package.
- Make bookings for accommodation and World Centre tours and prepare daily paperwork.
- Assist with collating guest questionnaire data.
- Notify when stationery supplies are needed.
- Assist with processing incoming and outgoing mail.

### **Administration – Retail Shop:**

- Assist in shop where required.
- Assist with daily shop reconciliation.
- Assist with quarterly stocktake.

### **Administration – Other:**

- Ensure donations are processed according to procedure.
- Assist with the daily back up of computer systems.

### **Other duties:**

- Ensure appropriate health and safety precautions and procedures are observed as required by statute and/or the Pax Lodge regulations.
- Take an active role in completing the annual Risk Assessments.
- Assist with taking groups out into London.
- Take a full role in volunteer rotas providing early morning, evening and night cover in relation to staffing the office and reception areas, taking and passing on telephone messages, and responding to guests needs as requested.
- In order to meet the needs of Pax Lodge the specific requirements of this role may develop and the post holder is expected to undertake any other duties, which may be required.