The Club Welcoming Officer will be the first point of contact for any new or potential members, volunteers and external parties visiting the club. The Welcoming Officers role is to ensure any member or visitor is welcomed and provided with any required induction, introductions and information on the club as necessary.

The Welcoming Officer will ensure all members or visitors have an enjoyable club experience by making them feel connected to club swimming and comfortable at social events. When a member leaves the club, the Welcoming Officer will gather information to be able to provide details to the committee on any potential issues at the club, which may affect retention.

**Responsibilities**

* Act as the “meet and greet” when new members arrive for their first club interaction.
* Ensure all new members have the required club induction and that they are provided with all relevant information needed.
* Provide new members with a welcome pack and any club uniform.
* Be a role model for the club, providing the club with a positive image at external functions
* Follow up with members who leave the club to gain feedback on their experience and return any club uniform as required.

**Attributes**

* Be an approachable and friendly person who can instantaneously develop relationships
* Be available to attend regular club activities including training sessions
* Be able to listen to the feedback and views of exiting members and report accurately back to the committee.
* Be a positive role model and competent public speaker
* Be very accepting of all people and keen to develop and inclusive and diverse member base.