



Pax Lodge

World Association
of Girl Guides
and Girl Scouts

Association mondiale
des Guides et des
Eclaireuses

Asociación
Mundial de las
Guías Scouts

Guest Services Volunteer: Conference 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 conference room bookings.

Main duties and responsibilities

Administration - Front Desk and Conference Room

- Welcome all guests to Pax Lodge and complete relevant check in procedures.
- Ensure that the appropriate rooms are set up for conference room bookings.
- Service conference room bookings ensuring catering and equipment requirements are met.
- Respond to guest enquires in person, by phone and by email.

Administration - Office

- Liaise with potential hirers of the conference room and take bookings.
- Assist with End of Day procedures using computer based Hotel package.
- Assist with confirming guest bookings and preparing daily paperwork.
- Notify when stationery supplies are needed.
- Assist with the daily back up of computer systems.



World Association of Girl Guides and Girl Scouts
Association mondiale des Guides et des Eclaireuses
Asociación mundial de las Guías Scouts

Pax Lodge, Olave Centre, 12c Lyndhurst Road, London NW3 5PQ, England, UK
Tel: +44 (0) 20 7435 2202 Fax: +44 (0) 20 7431 3825
Email: office@paxlodge.org www.paxlodge.org

Registered Charity No. 306125
VAT No. GB 2394068 49



Administration – Retail Shop

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

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.
- Lead tours of Pax Lodge as required.
- 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.

Pax Lodge

World Association
of Girl Guides
and Girl Scouts

Association mondiale
des Guides et des
Eclaireuses

Asociación
Mundial de las
Guías Scouts



World Association of Girl Guides and Girl Scouts
Association mondiale des Guides et des Eclaireuses
Asociación mundial de las Guías Scouts

Pax Lodge, Olave Centre, 12c Lyndhurst Road, London NW3 5PQ, England, UK
Tel: +44 (0) 20 7435 2202 Fax: +44 (0) 20 7431 3825
Email: office@paxlodge.org www.paxlodge.org

Registered Charity No. 306125
VAT No. GB 2394068 49



Pax Lodge

World Association
of Girl Guides
and Girl Scouts

Association mondiale
des Guides et des
Eclaireuses

Asociación
Mundial de las
Guías Scouts

Guest Services Volunteer: Conference Terms and conditions

Hours of Work

The World Centre staff and volunteer team work on a rota schedule, which covers day, evenings and weekends. Two/three night duties per month are also required with a staff member as support.

Type of Agreement

We ask for a commitment of 2-6 months.

The post is on a volunteer basis and a living allowance of £60.00 is paid weekly.

Accommodation and Subsistence

The post is residential and furnished shared accommodation and meals are provided.

Uniform

Uniform, which will be provided, must be worn smartly when on duty.

August 2009



World Association of Girl Guides and Girl Scouts
Association mondiale des Guides et des Eclaireuses
Asociación mundial de las Guías Scouts

Pax Lodge, Olave Centre, 12c Lyndhurst Road, London NW3 5PQ, England, UK
Tel: +44 (0) 20 7435 2202 Fax: +44 (0) 20 7431 3825
Email: office@paxlodge.org www.paxlodge.org

Registered Charity No. 306125
VAT No. GB 2394068 49