

# Welcome Coordinator

## About the role

The Three Rings Welcome team help new clients through the process of learning about our system, determining whether it will meet their needs, getting set up and launching their organisation onto the platform.

Their work includes giving demonstrations of Three Rings by phone and occasionally in person, answering queries by email from new and prospective clients, and handing over to our regular support team

The Welcome Coordinator ensures that the work of the team runs smoothly, and represents them on the Three Rings executive committee. This role reports directly to our Managing Director. The executive committee and the rest of the welcome team are available to offer support and assistance.

## Responsibilities

- Arrange cover for team duties from among available volunteers
- Monitor Welcome processes and suggest improvements
- Take part in executive discussions and contribute to decision making
- Assist in arranging team events and training

## Who we're looking for

The Welcome team needs to combine an in-depth knowledge of Three Rings and what it can do with the ability to quickly understand the unique operations and needs of client organisations. The ideal coordinator will be able to build up both of these skills quickly, identify and nurture them in other volunteers, and help the whole team to thrive and improve. No particular technical skills are required but a general comfort with computers and willingness to learn our software inside and out are very important.