

Job Description

Job Title Campus Support Worker	
Department Hospitality	Team Hospitality
Reports to (Job Title) Campus Support Supervisor	
Responsible for: 0	Job Grade
Location Edinburgh House	Contract Type Bank staff

YMCA is a Christian organisation, committed to Equality and Diversity in the Work Place YMCA is committed to the safeguarding of children, young people and vulnerable adults.

Job Purpose

Customers have taken up a journey, gained the necessary skills that have enabled them to maximise their potential. They contribute to their own futures to grow and thrive in their community.

Main duties and responsibilities

1. To answer incoming telephone calls in a professional manner and direct to correct dept.'s.
2. Recording and the collection of charges for activities, room hire, overnight stay payments, internet payments, and mini bus hire etc.
3. Responsible for the security of the buildings, customers and visitors to ensure peaceful and safe occupation. This also involves the outside areas, Grace Crescent, Activity Centre and Spar Shop.
4. To be responsible for dealing with and the recording of complaints
5. The responsibility of the company keys.
6. To ensure all communal areas are kept clean and tidy to a high standard as set by the manager.
7. To do regular floor checks to keep the noise and nuisance to a minimum.
8. Attend all Meetings, In House Training Sessions and give added value to all departments.



9. Meet and greet visitors in a friendly and professional manner, show visitors to destination if required.
10. Ensure barred customers are not allowed on the premises.
11. Ensure the companies mini buses are signed out and checked filling in a checklist sheet on the outgoing and the return.
12. To ensure emergency overnight stays are booked in correctly and welcome packs given.
13. To monitor company CCTV when on shift and record evidence for the police if necessary.
14. To provide statements for the police and to attend courts if necessary.
15. To be able to access Oska/CARR for reporting maintenance issues and customers contacts.
16. To complete Health and Safety checks and provide daily health and safety records.
17. Monitor behaviour.
18. Listen to customers and offer support and guidance.
19. To assist the catering and hospitality team when needed.
20. Setting up of meeting rooms
21. Litter picking.
22. Reporting any safeguarding issues to the safeguarding panel.
23. Setting up and the cleaning of the customer's breakfast.
24. Need to be fire marshal and first aid trained.
25. To carry out any other reasonable duties when requested by the Line Manager.
26. To be fully versed with safeguarding to protect each individual from harm in accordance with current safeguarding legislation.
27. Comply fully at all times with the YMCA's policies and procedures relating to Safeguarding, Equality and Diversity, Professional Boundaries, and Health and Safety and to undertake training in these areas when required.

Person Specification: Campus Support Worker – Edinburgh House

Attribute	Essential	Desirable	How Identified
Experience	<ul style="list-style-type: none"> • Previous experience in a customer facing role demonstrating excellent communication skills when dealing with the public • Experience in dealing with customer issues, concerns and complaints • Experience in Reception duties including answering the phone, cash handling • Ability to react calmly and effectively in emergency situations • Ability to prepare routine paperwork and data entry • Experience in hospitality environment 	<ul style="list-style-type: none"> • Experience of customer data base • Experience of working with Young People 	<ul style="list-style-type: none"> • Application Form • References • Interview
Knowledge	<ul style="list-style-type: none"> • Minimum 3 GCSE or equivalent including English, Maths • Experienced user of Microsoft Word, Excel, PowerPoint, Publisher, Internet, Emails • Health and Safety • Safeguarding procedures 	<ul style="list-style-type: none"> • Knowledge of customer relationship management including assessing customer needs, meeting customer expectations and evaluation of customer satisfaction • Qualified as a first aider 	<ul style="list-style-type: none"> • Application Form

<p>Skills/Personal Qualities</p>	<ul style="list-style-type: none"> • Confident, pleasant manner and smart appearance • Ability to communicate effectively • Ability to work on own • Use own initiative and work as part of a team • Ability to show tact and diplomacy and to deal calmly and effectively with challenging behaviour • Shows commitment to equality and diversity • Flexibility with shifts 	<ul style="list-style-type: none"> • Commitment to the Christian aims and purposes of the YMCA • Have an ability to work under pressure 	<ul style="list-style-type: none"> • Application Form • Interview • References
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Special Notes

This appointment is subject to:

- DBS enhanced clearance

2 references