**Volunteer Job Description**

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| **Job Title**  Activity Centre Assistant Volunteer | |
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| **Department**  Activity Centre | **Team** |
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| **Reports to (Job Title)**  Activity Centre Manager | |
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| **Responsible for:**  0 | **Job Grade** |
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| **Location**  YMCA Youth Campus | **Contract Type** |

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 (outcome)**

To effectively deliver front line services to meet the needs of our customers

**Duties and responsibilities**

**Purpose of job**

Volunteer to be available to work days/evening & weekends

* Contribute to the, organising and delivery of activities on a day to day basis to meet customers.
* Assist the Team in promoting the Centre so that it provides a programme of activities inclusive and accessible to all.
* Perform operational duties that include the assembly, dismantling, carrying moving and safe storage of equipment and furniture.
* Ensure equipment and facilities remain clean and safe for use to use at all times.
* Deliver ‘soft play duties’ including the supervision of children, looking after their health, safety and welfare, and providing play motivation and stimulus.
* Maintain high levels of customer care and work actively to ensure all activities and events run promptly and to specified standards.
* Assure full compliance with key policies, notably Health & Safety, Equality and Diversity and Safeguarding Children
* Contribute to the establishment of a safe working environment for all employees, customers and visitors.
* Report all issues of health, safety and welfare to Line Manager or take remedial action as appropriate.
* Undertake administrative duties including maintaining records and collating information.
* 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.
* Undertake such other duties as may reasonably be required.

**Person Specification**

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| Essential |
| * Experience of working in customer service environment * Good general education including a qualification to Level 1/2 * Knowledge of Health & Safety issues that relate to the assembly and use of Sports equipment * Good planning, organising and time management skills * Ability to build and maintain effective relationships and communicate with a wide variety of people * An enthusiastic personality and resilience to deal with uncertainty * High degree of self motivation and a drive for change and improvement * Flexible approach to work * Possess good team working skills within a dynamic and customer focused environment * Ability to project a positive image of sport to people at all levels |
| Desirable |
| * Experience in participation in range of sports * First Aid * Other vocational qualification in a sports specialist subject * Commitment to the Christian aims and purposes of the YMCA * Experience of working with sports clubs or community work |