**Volunteer Job Description**

|  |  |
| --- | --- |
| **Job Title**  Campus Support Worker Volunteer | |
|  | |
| **Department**  Housing | **Team** |
|  | |
| **Reports to**  Campus Operations Manager | |
|  | |
| **Responsible for:**  Supporting the Campus team | **Job Grade** |
|  | |
| **Location**  YMCA Youth Campus | **Contract Type** |

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

**Job Purpose**

The Campus Support Worker Volunteer will assist our Campus team who are tasked with helping our customers to grow and thrive.

**Duties and responsibilities**

* To answer incoming phone calls in a professional manner and direct callers to the correct department.
* To be responsible for the receipt and distribution of all mail.
* To record and collect charges for activities, room hire, overnight stay payments, internet payments, and minibus hire etc.
* To ensure YMCA’s minibuses are signed out and checked, filling in a checklist sheet on the outward journey and return.
* To be responsible for the security of the buildings including outside areas, Grace Crescent, the Activity Centre and Your Local Pantry.
* To ensure customers and visitors are welcomed in a friendly and professional manner when arriving at YMCA North Staffordshire, showing visitors where they need to go if required.
* To be responsible for dealing with and the recording of complaints.
* To be responsible for YMCA’s keys.
* To ensure all communal areas are kept clean and tidy to a high standard as set by the Campus Manager.
* To do regular floor checks to keep noise and nuisance to a minimum.
* To assist the Housing Team with evictions and issuing of warnings to customers and to ensure barred customers are not allowed on the premises.
* To assist in parent/child changeover at weekends for Relationship services.
* To monitor company CCTV when on shift and record evidence for the police if necessary.
* To provide statements for the police and to attend courts if necessary.
* To be able to access OSKA for reporting maintenance issues and customer’s contacts.
* To provide daily health and safety records.
* To go to the Post Office to send Mail via Royal Mail tracked/recorded services.
* To monitor staff when lone working.
* To monitor behaviour and if necessary, use restraint.
* To listen to customers and offer support and guidance.
* To assist in kitchen deliveries, including the monitoring of certain foods and logging temperatures.
* To provide KPI’s for departments.
* To issue written warnings to customers.
* To set up meeting rooms for the Hospitality Manager.
* To clean rooms for hire, mopping, cleaning the toilets, emptying bins etc.
* To report any safeguarding issues to the safeguarding panel.
* To set up and clear away after customers’ breakfasts.
* To attend all meetings and in-house training as requested, including Fire Marshall and First Aid training sessions.
* To communicate effectively with all departments.
* To undertake such other duties as may reasonably be required.
* To comply fully with all YMCA North Staffordshire's policies and procedures relating to Safeguarding, Equality and Diversity, Professional Boundaries, Confidentiality & Data Protection and Health and Safety and to undertake training in these areas when required.

**Person Specification**

|  |
| --- |
| Desirable |
| Knowledge |
| * Knowledge of providing excellent customer care. |
| Relevant Experience |
| * Previous experience of volunteering with young people. |
| Skills and Ability |
| * Knowledge of Microsoft Office Suite e.g. Excel, Word, PowerPoint and Outlook. * Excellent communication skills. * Ability to relate to young people. * Flexibility. |