**Volunteer Job Description**

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| **Job Title**  Campus Support Worker Volunteer | |
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| **Department**  Housing | **Team** |
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| **Reports to (Job Title)**  Customer Service Supervisor | |
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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)**

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.

**Duties and responsibilities**

**Purpose of job**

* To answer incoming telephone calls in a professional manner and direct to correct dept.’s.
* To be responsible for the receipt and distribution of all mail and for room hire/mini bus bookings.
* Recording and the collection of charges for activities, room hire, overnight stay payments, internet payments, and mini bus hire etc.
* 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.
* To be responsible for dealing with and recording of complaints and for the security of the Company 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 the noise and nuisance to a minimum.
* Attend all Meetings, In House Training Sessions and give added value to all departments.
* To carry out any other reasonable duties when requested by the Line Manager.
* Meet and greet visitors in a friendly and professional manner, show visitors to destination if required.
* Assist the housing team with evictions and issuing of warnings to customers and to ensure barred customers are not allowed on the premises.
* Ensure the companies mini buses are signed out and checked filling in a checklist sheet on the outgoing and the return.
* Assist in parent/child change over 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 customers contacts.
* 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 out lone working.
* To be fully versed with safeguarding to protect each individual from harm in accordance with current safeguarding legislation.
* Comply fully at all times with YMCA North Staffordshire'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.
* Monitor behaviour and if necessary use restraint.
* Listen to customers and offer support and guidance.
* To assist in kitchen deliveries, including the monitoring of certain foods and logging temperatures.
* Provide KPI’s for departments.
* To issue customer written warnings.
* Liaise with customers.
* Setting up of meeting rooms for the Hospitality manager.
* Cleaning of rooms for hire, mopping, toilets, bins etc.
* Reporting any safeguarding issues to the safeguarding panel.
* Setting up and the cleaning of the customer’s breakfast.
* Need to be fire marshal and first aid trained.

**Person Specification**

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| Desirable |
| Knowledge |
| * Knowledge of customer care * Knowledge of computerised systems * Knowledge of cash handling routines * Knowledge of telephone switchboard operations |
| Relevant Experience |
| * Working with young people * Some reception related work |
| Skills and Ability |
| * Computer literacy * Good communication skills & smart appearance * Accurate work output * Ability to relate to young people * Flexibility * Good Health record * Supportive of the Christian Aims & Purposes of the YMCA |