**Volunteer Job Description**

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| **Job Title**Hospitality Administrator Volunteer  |
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| **Department**Hospitality | **Team** |
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| **Reports to (Job Title)**Catering and Hospitality Supervisor  |
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| **Responsible for:**0 | **Job Grade** |
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| **Location**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)**

The administrator will assist with the booking systems and marketing of the facilities.

**Duties and responsibilities**

**Purpose of job**

* Support the administration of the internal and external booking system for room hire
* Review current paperwork system and advise on improvements
* Complete daily room checks ensuring rooms are correctly set up with chairs, flipcharts, IT etc.
* Meet and Greet customers and show them to rooms
* Under supervision complete monthly invoices and ensure customers are charged correctly and on-time
* Under supervision complete the monthly internal requisition forms
* Develop a social media strategy using Facebook and Twitter to promote the conference facilities
* Actively manage the relationship with Staffordshire Conference Bureau to ensure we maximize our exposure across Staffordshire

**Person Specification**

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| Essential  |
| Knowledge & Experience  |
| * Understand the ethos of customer service
* IT literate and competent with Office systems
* Aware of the use of social media to communicate with customers and promote services
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| * Skills and Ability
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| * Positive and professional approach & the ability to work with different groups including able bodied and disabled
* Strong work-ethic and highly reliable
* Empathy with young people and a desire to encourage and inspire others
* Able to think independently to resolve issues in a practical and positive manner
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