**Volunteer Job Description**

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

|  |
| --- |
| 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 |
| * Skills and Ability |
| * 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 |