**POSITION TITLE: Conference Administrator**

**DIVISION/BRANCH: Conference Centre Division**

**LOCATION:** Shoalhaven Conference Centres (2 days) and Hybrid

**REPORTS TO:** Centre Manager

**AWARD/CLASSIFICATION:** Hospitality Industry (General) Award, Level 4

**KEY INTERACTIONS: Externally:** Guests

**Internally:** Conference Centre Stakeholders

**EMPLOYMENT TYPE:** Permanent,Part Time (25hrs a week)

**DATE EFFECTIVE:**  February 2023

**APPROVED BY:** Head of Conference Centres

**ANGLICAN YOUTHWORKS**

Youthworks is chartered by ordinance to assist the Sydney Anglican diocese in its ministry towards children, youth and families with the freedom to serve beyond this field (both denominationally and geographically). Youthworks therefore seeks to serve youth directly, as well as through the institutions where they may be found, namely in families, churches and schools. It fulfils this through its vision, mission and values as stated on our [website](https://www.youthworks.net/about/mission-values).

**Youthworks Conference Centres**

Youthworks Conference Centres provide a place of temporary community for groups for relational and personal growth. We are intentional partners to schools, churches and like-minded community groups through networking, collaboration and facilitation of Word ministry. We are providers of outstanding venues in amazing locations and Christian hospitality. We believe our interactions with our guests and each other are opportunities to promote and proclaim the gospel.

**POSITION PURPOSE**

To provide logistical and administration support as well as oversee the information flow between guest groups and Conference Centre stakeholders so as to assist the delivery of Conference Centre group`s bookings in a professional, helpful and timely manner.

**POSITION RESPONSIBILITIES**

*Liaising with Guests*

* Manage high quality guest-centered service that achieves a pleasant experience for our guests and promotes Youthworks in a positive way
* Manage guests requests and needs as per Youthworks practices and policy
* Liaise with Conference Centre guest groups ensuring groups receive a high level of professionalism and customer service throughout the organizing period of their stay
* Ensure all relevant information is forwarded to internal and external stakeholders as required and in a timely manner
* Work with those responsible for delivery of on the ground service to guest groups to ensure consistency in communication and service delivery
* Conduct Centre Site Visits as appropriate with guest groups

*Administration*

* Liaise with housekeeping contractor/s to ensure facilities are serviced as required between and during guest groups
* Administer guest groups lost property following Youthworks procedures
* Maintain centre`s stationary stock, including stocktake and ordering

*Systems*

* Accurately maintain and keep up to date relevant records as needed by Youthworks and industry standards
* Ensure that any irregularities in operations and systems are reported to relevant stakeholders as soon as possible
* Provide feedback on system improvement measures that ensure excellence in service to our guests

**Employee responsibilities**

* Attend Youthworks conferences, events and training
* Adhere to Youthworks policies and procedures
* Propose and undertake appropriate professional development
* Keep abreast of industry knowledge, initiatives and changes for continuous improvement in service delivery
* Perform additional duties within skill set as required from time to time
* Comply with Youthworks standards as well as industry regulations and safety standards
* Contribute to the improvement of the policies and procedures
* Ensure all relevant reporting occurs promptly, is enacted as needed and filed accordingly
* Model Christian behaviour in all aspects of the role
* Work autonomously and effectively in a ministry environment where it is important that time is used efficiently, honestly and resourcefully
* Be an active team member participating in team meetings and devotions, and be an active member of the Youthworks community
* Demonstrate continual commitment to Youthworks’ Mission
* Work consistently with the values and ethos of Youthworks as a Christian employer

**SKILLS, KNOWLEDGE AND EXPERIENCE (SELECTION CRITERIA)**

**Essential**

* Excellent organizational and time management skills with the ability to multitask and to be flexible to reflect changes in priority
* Proficiency in using a range of software applications, including Microsoft Office
* Well-developed written and verbal communication skills with a focus on providing strong customer service
* A systematic and focused approach to tasks with a strong attention to detail
* An ability to work within set deadlines
* Well-developed problem solving skills
* Proven interpersonal skills
* An ability to work with a wide range of staff to achieve effective outcomes
* Strong work ethos
* Personal Christian faith and willingness to work within an Anglican organisation
* Commitment to work with Youthworks mission
* Verified and Cleared Working with Children Check number for paid employment

**Desirable**

* Hospitality experience and/or qualifications
* Experience in using CRM and/or property management software
* Experience with planning and managing small to large scale events

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| **Acknowledgement** | **Employee** | **Supervisor** |
| I understand and accept the responsibilities as outlined in this role description. | Signature:  Date: | Signature:  Date: |