**POSITION TITLE: Conference & Guest Relations Administrator**

**DIVISION/BRANCH: Conference Centre Division**

**LOCATION:** Blue Mountains Conference Centres

**REPORTS TO:** Centre Manager

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

**KEY INTERACTIONS: Externally:** Guests

**Internally:** Guest Relations Team Members, Conference Centre Stakeholders and Christian Outdoor Education Stakeholders

**EMPLOYMENT TYPE:** Permanent, Part-time (12-hours week)

**DATE EFFECTIVE:**  February 2024

**APPROVED BY:** Head of Conference Centres - People

**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 oversee the information flow between guest groups and Conference Centre stakeholders so as to assist the delivery of Conference Centre groups bookings in a professional, helpful and timely manner.

To assist in the rostering of Guest Relations team members and support & guide those team members.

**POSITION RESPONSIBILITIES**

*Liaising with Guests*

* Manage high quality guest-centered service that achieves a pleasant experience for guests and promotes Youthworks in a positive way
* Manage guests requests and needs as per Youthworks practices and policies
* 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 guests

*Guest Relations Administration*

* In consultation with the Centre Manager, ensure all guest relations shifts are staffed according to the needs of the guest groups across 7 day a week operations
* Brief the hosts and /or Centre Manager of arriving group’s requirements

*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
* Actioning guest compliments by praising staff and resolve complaints satisfactorily, referring to your Supervisor where necessary
* Ensure all relevant reporting occurs promptly, is enacted as needed and filed accordingly

*Additional Responsibilities*

* Involved in recruitment, supervision, training, discipline, and mentoring responsibility of Guest Relations casual staff
* Ensure that Guest Relations staff conduct themselves professionally and with a high level of service
* Influence, inspire and support the Guest Relation staff through mentoring / coaching / instruction / leading by example
* Foster a strong culture within the Guest Relations team that reflects Youthworks’ core values and beliefs
* Ensure that Guest Relations staff are wearing appropriate clothing including supplied uniform items and where necessary safety equipment / clothing
* Participate in the weekly operations meeting

**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 behavior 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 computer systems as well as a range of software applications, including Microsoft Word, Excel, Outlook, and databases
* 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 to set deadlines
* An ability to work with a wide range of staff to achieve effective outcomes
* Strong work ethos
* Strong customer service focus
* 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**

* Personal Christian faith
* Experience with CRM Software (Venue 360 in particular)
* Hospitality experience and/or qualifications
* Experience with planning and managing small to medium 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: |