




Volunteer Role: VENUE HIRE ASSISTANT

Who are we?	<p><u>Creeds Farm Living & Learning Centre</u> is a neighbourhood house serving the community of Epping North & Wollert in Victoria.</p>
Role Purpose	<p>Creeds Farm Living and Learning Centre has a beautiful community-owned and sustainably built building. We have lovely rooms to hire to organisations and members of the community and we run internal programs and activities in our rooms. The purpose of the role of venue hire assistant is to help prospective venue-hire customers with bookings and help Creeds Farm prepare our rooms for activities/events/meetings.</p>
Specific Tasks	<ul style="list-style-type: none"> • Assist with venue hire inquiries in person and online. • Ensure that all online booking forms are monitored daily and that prospective hirers are contacted the next business day to progress their booking. • Ensure all bookings are in the venue hire calendar. • Execute all bookings according to the booking form. • Set-up the room as requested on the booking form. • Facilitate value-added services requested on the booking form such as catering. • Ensure venue hirers/participants leave rooms neat and tidy before they depart and take all their belongings with them. • Leave notes for the cleaners if there are specific items that need their attention. • Alert management of any maintenance issues. • Assist with marketing venue hire.
Skills and Qualities Needed	<p>We welcome different skills and abilities. For this role, you will need:</p> <ul style="list-style-type: none"> • A welcoming and friendly manner. • Patience. • Be helpful. • A willingness to learn. • Problem-solving skills. • Initiative. • Familiarity with using IT (Internet, Microsoft Office Apps, Computer Hardware to set-up the data projector and screen, Facebook Events). • The ability to move tables and chairs around to set up the rooms (all tables are on wheels and easy to move, chairs are light.) • Speaking more than one language will be beneficial to our community.

Commitment 	Monday to Friday, 10:00 – 13:00 at Creeds Farm Living & Learning Centre. TOTAL: 15 hours a week. We aim to have at least two volunteers for the role to share tasks and work time.
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Support and Training	You will receive volunteer training and will be given guidance and support. During this support any relevant skills training that may be required will be identified and if training in the identified area is accessible to Creeds Farm, this skill development will be facilitated.
Expectations of Volunteers	<ul style="list-style-type: none"> • Abide by Creeds Farm Living & Learning Centre Policies and Procedures. • Willingness to use support systems. • Co-operation with administrative processes. • Commitment to attend on-going training.
Location of volunteering	Creeds Farm Living & Learning Centre 2 Snugburgh Way Epping Vic 3076 GOOGLE MAPS