

Role Description 1 - Hire Enquiries & Regular Customer Administration

New Enquiries

1. Acts as the first point of contact for people interested in hiring Jubilee Hall
2. Handles email and phone enquiries
3. Provides clear information about facilities and booking options
4. Guides potential hirers smoothly through the booking process
5. Ensures everyone feels welcome, informed, and confident using the hall
6. Helps keep Jubilee Hall lively and well-used for community events

Regular “Clubs & Classes”

1. Provide support for customers regularly booking the venue for their own use i.e. weekly Yoga class
2. Act as first point of contact
3. Handles email and phone enquiries / communication

General

Keeping Jubilee Hall website calendar “up to date” from 1 off hire to regular bookings

Communicate with and keeping the Committee up to date “as required”

Flexible Involvement / Hours of Volunteering

The role can be shared among several volunteers and shaped around each person’s time and skills.

Our goal is to have several volunteers for this area and therefore share the above activities.