**Purpose of the role**

We are looking for a committed volunteer to support us in the Subs office, helping us with general admin and ensuring that customer enquiries are handled courteously and promptly.

Providing invaluable support to our staff team, you will play a key role in helping us achieve our aim to keep the Sub Rooms a thriving, friendly, community, arts venue at the heart of Stroud.

**What is involved**

As a Venue Administrative Support volunteer, you may be asked to do the following:

* Answer general customer enquiries by telephone and email
* Handle information queries regarding venue bookings
* Assist with putting events on sale on our website
* Greet visitors to the office in a friendly, polite manner
* Take and record all messages accurately and pass to venue manager and staff team

**What we are looking for**

* Good communication skills and a friendly, positive attitude
* Organised with good basic admin and computer skills
* Reliability, commitment and flexibility
* Ability to work on your own initiative and as part of a team
* Volunteers who share our aim to be perceived as a friendly and diverse community environment where everyone is respected and valued.

**What you will gain from this opportunity**

* An interesting and varied role giving you skills and experience in venue administration and customer service
* Meeting new people and spending time in a supportive, creative community
* Full induction and training, with opportunities for more specific training and development.
* Special benefits and ticket offers for you and your family/ friends (where possible)
* The knowledge that you are playing a vital role in supporting the Sub Rooms for the whole community to enjoy for generations to come

**Time Commitment**

Ideally we are looking for a volunteer(s) who could commit to a regular day or more on a weekly basis. There is no obligation from our volunteers, but we do require and respect reliability.

**For more information or to apply, please contact Heather at** **heather@thesubrooms.co.uk****, or on 07931 138569.**