

Exeter Community Centre

Bookings Administrator

Job Description



Post title: Bookings Administrator

Employed by: Exeter Community Centre Trust (ECCT). Reg. Charity reg no. 1135162

Accountable to: Centre Manager and through them to Trustee Board of Exeter Community Centre Trust

Responsible for staff: Nil

Supervision and Support: Centre Manager

Hours: 37 hrs a week, usually Monday to Friday 9am – 5pm

Evenings and some weekend work may be required for which time in lieu will be taken or overtime will be paid.

Holiday 25 days per annum plus bank holidays

Location: Exeter Community Centre, 17 St David's Hill Exeter EX4 3RG

Salary £18,198 per annum for FT (37 hours per week) plus pension

Job Purpose

The post-holder will play a key role in ensuring the smooth running of Exeter Community Centre. Working closely with the small staff team including Finance Administrator, Centre Manager and volunteer workforce, the Bookings Administrator will help to ensure that Exeter Community Centre is a vibrant, well-run managed facility for local residents, tenants, those booking Centre space and other centre users and to ensure that the premises are secure and that the building and surrounds are well maintained and comply with current Health & Safety Legislation. The Post holder will be expected to observe safe working practices in carrying out the required duties and ensure that instructions specified by technical consultants, contractors and manufacturers are adhered to and to ensure compliance with the Trust's Health and Safety and other relevant policies.

Main duties and responsibilities

General Administration

- With the Administrator:Finance to ensure continuity and accuracy between the bookings management process, invoicing and credit control.
- To carry out general administrative tasks of data input to the Centre's bespoke Bookings Management System, answering phone, word-processing, printing and photocopying,
- To assist the Centre Manager to carry out planned and routine administrative tasks
- To greet, welcome and assist visitors to the Centre, directing them to organisations, classes or meetings in the Centre as appropriate
- To answer enquiries that may come via phone, email or in person
- To keep clear records of enquiries and to process them as appropriate or pass these to relevant officers of the Centre or to other organisations as appropriate
- To ensure that there is a sufficient supply of all required forms and stationery
- To assist tenants and those booking rooms in matters relating to their visitors accessing the Centre via Reception, bulk printing or photocopying as required for tenants or members of the public.
- To set up rooms for meetings or classes – n.b. this will require moving of tables, chairs
- To set up booked equipment for meetings e.g. audio-visual equipment
- To recruit and train volunteer reception and admin staff and to support them in conjunction with the Administrator:Finance

Bookings Management Responsibilities

- To process enquiries and bookings of rooms via the Centre's Bookings Management System on computer or via paper system as required ensuring that all parts of the bookings process have been correctly completed and includes checking work related to any bookings that have been carried out by volunteer staff
- To check with the Administrator:Finance that Bookings Management System and Sage Finance system are accurate and that any mistakes are rectified in a timely manner
- To ensure catering orders are raised in accordance with customer requirements and to liaise with the cafe proprietors at the Centre regarding catering requirements. room locations and timings

- To supervise the work of volunteers in specific relation to bookings, room set up/take down and catering
- Locking and unlocking of the Centre as required to cover sickness or absence of other staff n.b. this will be by prior arrangement with the Centre Manager

Bookings Administrator

Person Specification

Personal qualities of the post holder are important: the post holder will need a strong commitment to the aims and ethos of the Centre. The post holder will also need to be self-reliant, energetic and able to prioritise activities.

Essential Experience, Skills, Abilities and Attitudes

- Word-processing skills – confident and accurate with using computers for ‘Word ‘ and Outlook email and data input on Excel. Training will be given on the bookings management system
- Experience of working in a customer-focussed setting
- Excellent communication skills – both written and verbal
- A commitment to customer service and a welcoming and friendly persona
- Sense of humour and flexible approach
- Able to get on with a diverse range of people
- A commitment to community run services and to equalities for all users, staff and volunteers of Centre
- A commitment to discretion and compliance with data protection regulations
- Confident and able to work on own initiative
- Able to deal with multiple tasks often with constant interruptions and able to prioritise work and demands

Education and Training - Essential

- Educated to a reasonable standard to undertake requirements of the post
- Good computer skills

Essential Other

- Able to work occasional evenings and week-ends with notice
- Consent to DBS vetting procedures under the ‘Safeguarding of Vulnerable Groups’ Act 2006
- Physical ability to set up room – move tables and chairs

Desirable skills and experience

- Previous experience with bookings management systems in a comparable setting to the Centre.
- Experience of setting up audio-visual equipment – although training will be given.