

STOURPAINE VILLAGE HALL, SPORTS PAVILION AND PLAYING FIELDS

BOOKING ADMINISTRATOR

JOB DESCRIPTION

Job Role:

To carry out administrative work and operational responsibilities to ensure the smooth running of all day to day hall bookings as required.

Main Responsibilities:

- To ensure an efficient booking system is in place at all times using the Hallmaster booking software (training will be given).
- To coordinate all bookings and liaise with customers and meet and greet teams, ensuring the process from enquiry to visit and post visit review is efficient and meets customers' needs.
- To liaise with the committee on bookings where necessary eg for large functions such as wedding receptions, checking whether a football match coincides.
- To assist with post event evaluations in order to implement any necessary changes for the future.
- To provide regular updates to the village hall, sports pavilion and playing fields management committee.
- To maintain the highest standards of customer care at all times.
- To help ensure that village hall policies are adhered to and best practice is followed in for example Health and Safety, Risk Management, Data Protection.

Key Tasks:

1. Respond to booking requests placed online, by email or by phone.
2. Make changes to or cancel bookings where necessary.
3. Invoice for bookings and make sure they are paid by due date. Chase if necessary. Ensure deposits are paid by due date.
4. Regularly check HSBC account for payments received.
5. Record payments and confirm bookings when paid for.
6. Arrange deposit refunds where relevant.
7. Prepare and send monthly invoices for regular bookings and encourage regular users to book a year ahead if possible to reserve their slot. (They can always cancel).
8. Respond to general enquiries received by email.
9. Answer village hall phone/respond to messages.

10. Record number of church sessions per week.
11. As needed, send emails to the email list of Stourpaine residents (blind copy) informing people of village events.
12. Update website with details of events and 100 club results.

Skills and Experience:

- Excellent verbal skills and confident friendly telephone manner
- Proven ability in administration
- Confident and competent in the use of computers eg emailing and filing
- Ability to manage the financial aspect of bookings – issuing of invoices and receipt of payment
- Ability to work under own initiative
- Ability to organise own time and workload and achieve deadlines
- Flexible, conscientious, reliable

The current administrator works approximately 5 hours a week.

The successful applicant will receive an honorarium payment of £70 per month and would be responsible for their own tax declaration.

You will need a good internet connection and be able to access and respond to emails and bookings at least once a day on a PC or laptop.