



JOB DESCRIPTION

Role Info:

Post Title:	Booking Coordinator (BC)
Salary:	£9.50 - £11.00 per hour
Hours:	28 hours per week
Responsible to:	Centre Manager

Role Summary:

The BC will be responsible for co-ordinating the booking process for non-Core groups and individuals. These could include but are not limited to the following types of groups:

- School, NCS and youth groups on day visits and residential
- Members of the public on Holiday Activity Days, Adventure days, Birthday parties (with support from Reception where appropriate)
- Adult and corporate groups

Main Tasks:

The BC will follow the booking from initial enquiry to feedback stage and aim to secure the next booking, these responsibilities include but are not limited to:

- **Enquiries** - dealing with customers over the phone, via email and face to face discussing aims, prices, products and services;
- **Bookings** - creating and maintaining booking forms, invoices and Booking Coordinator emails professionally and accurately;
- **Booking coordination** - to creatively produce packages based around groups needs and the optimum available resources in terms of staffing, equipment, catering (booking catering staff, arranging for meals to be delivered, communication with clients and guests in regards to meal requirements etc.) compatibility with other groups and rooms. To play a critical role in the staffing of activities based working in close relationship with the Centre Manager and other relevant team members;
- **System management** - working mostly independently and being responsible for the upkeep of bookings using Cinolla management system and other supporting systems. Accurate filing and updating of all BF systems, time keeping and goal task setting are critical as well as maintaining relationships to key team members, including reception and lead instructors to ensure smooth delivery of bookings.;
- **Communication to staff** - relaying the programme to activity staff via the diary and emails, communicating the needs of the group to lead instructors and discussing potential issues with the Centre Manager;

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- **Feedback** - following up, collating and distributing feedback
- **Activity development** - implementing feedback and actions as agreed with the Centre Manager to support in the development of products and services and to assist with marketing
- **Support** - maintain administration systems for the Centre Manager which include filing away of paperwork, maintaining staff training records, assistance with recruitment processes and diary administration;
- **Delivery** - Maintain current level of activity skills and attend necessary refresher training, provide assistance and support on delivery as and when required, this may include cover of sessions due to staff sickness for example..
- **Additional Diary Administration** may be introduced as this role develops, to include coordination/allocation of resources
- **Relationship management**- To build up professional relationships with new and existing customers, to establish the market needs based on these relationships and to promote relevant packages, programmes and events appropriately to these customers
- **Reception support**- Working in reception 1 day a week

To provide cover for this role, To act as the 'face' of BF Adventure, being the first point of contact for our customers, to facilitate efficient communications across the organisation, supporting the bookings process and taking phone and web based bookings were appropriate

- *To support booking systems*
- *To co-ordinate daily 'sign in' process for clients, visitors and staff;*
- *To tidy and maintain the reception area and 'front of house experience', ensuring relevant marketing materials are available and suitably displayed;*
- *To respond to customer enquiries & to co-ordinate relevant bookings received via phone, email, post & in person either directly (Holiday Activities, RAW etc), or by signposting to the relevant person (Core enquiries).*

Due to the varied and ever changing nature of operations at BF Adventure you may be required to undertake additional roles, responsibilities and tasks* as necessary to facilitate the smooth running of activities

*(within your level of experience, training and capability)

Person Specification

Experience / Skills

- Strong administration skills
- Ability to communicate with a broad range of people
- Establishing and maintaining admin systems
- IT literate

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- Experience of delivering multi activity sessions to a range of groups

Desirable Experience / skills

- Qualified to deliver a range of activities such as Archery, Problem Solving and Canoeing, with ideally 1 NGB award
- History of marketing packages / programme / experiences

Personal Characteristics

- A commitment and enthusiasm for the vision of BF Adventure and high standards of service provision
- Works in a flexible and innovative way to ensure both a high level of customer satisfaction as well as efficiency for organisation
- Establishes and maintains positive working relationships with others, both internally and externally, to achieve the goals of the organisation
- Anticipates, understands and responds to the needs of clients and volunteers
- Able to work effectively under pressure including the ability to prioritise own workload in a team setting
- The ability and willingness to work flexible hours
- Keen to engage in the training of a range adventurous activities where not qualified to do so with the aim of supporting delivery in unusual circumstances and also to add understanding when designing programmes