

# Apprentice Bookings Coordinator Job Description and Personal Specification

<b>Contract type:</b>	Full time
<b>Location:</b>	The Bus Works, 39-41 North Road, London, N7 9DP
<b>Hours:</b>	37.5 per week
<b>Practical requirements:</b>	Flexibility around core office hours with evening work and some weekends. Ability to attend college on set dates once per month.
<b>Reports to:</b>	Bookings Manager

## Job description

### What is the overall purpose of the role?

- This role is responsible for the administration of our central bookings system that covers commercial hires and children's party bookings across three youth hubs. This post also plays a key role in delivering Isledon's commercial targets and maintaining positive relationships with both our hirers and on-site teams.

### Key activities and responsibilities

- Handling bookings enquiries via email and phone with occasional on-site client meetings
  - Processing bookings using operating systems in accordance with policies and procedures
  - Being the main point of contact for the hirer in the run up to their event or party
  - Liaising and coordinating with on-site teams including operational management, catering staff, technicians and youth programming teams to ensure the event or party is a success
  - Processing payments and liaising with the finance department over payments
  - Follow up communications to ensure that bookings customers are satisfied
  - Responding promptly and professionally to feedback, comments and complaints
  - Acting as account manager for a number of clients
  - Ensuring that clients appreciate that they are supporting youth engagement in Islington and are part of an exciting and innovative approach to developing young people's services
  - Assisting with research, visiting competitors and identifying good practice
  - Occasional client tours of the youth hubs
  - Occasional visits during events to maintain relationships with clients and on-site staff
  - Any other duties as would be expected of a bookings coordinator
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## Personal Specification

### **1 You are**

- 1.1 Friendly, cheerful, positive and self-driven.
- 1.2 Passionate about giving the highest level of service to our customers.
- 1.3 Positive about embracing challenge and change and keen to develop.

### **2 Education, qualifications or experience**

- 2.1 One years' experience in an administrative environment.
- 2.2 One years' experience in a customer-facing environment.
- 2.3 Minimum A-C Maths GCSE or equivalent.

### **3 Knowledge, skills and abilities**

- 3.1 Strong administrative skills with proficiency in a range of software including excel.
- 3.2 An excellent organiser and coordinator who appreciates the importance of attention to detail.
- 3.3 Good financial acumen, commercially aware, numerate with ability to prepare quotes.
- 3.4 A high level of personal presentation and communication skills and an excellent telephone manner.
- 3.5 Excellent writing skills with the competence to quickly compose emails to a wide range of business customers.
- 3.6 Ability to prioritise effectively and enjoy multi-tasking and working to deadlines in a very busy fast-changing environment.
- 3.7 Initiative to solve problems and deal with complaints in a positive and diplomatic manner.
- 3.8 A believer in strongly supportive environments, sharing and being open with colleagues.
- 3.9 Appreciative that the core business of Isledon is youth engagement and development and the bookings team are generating income to support this.
- 3.10 A working understanding of equality and diversity with the ability to challenge discriminatory behaviour.