

## **JOB DESCRIPTION**

### **JOB DETAILS:**

<b>Job Title:</b>	Bookings Coordinator
<b>Grade:</b>	4
<b>Location of Work:</b>	Orford Jubilee Neighbourhood Hub
<b>Directly Responsible To:</b>	Lead LiveWire Advisor

### **WORKING RELATIONSHIPS:**

- Group General Manager
- Hub Centre Manager
- Lead LiveWire Advisors
- Customer service advisors
- Stakeholders and service users
- Partner organisations

### **PURPOSE AND SCOPE OF JOB:**

As the first point of contact, the primary responsibility of this job is to provide an excellent service to customers as they enquire / book facilities at Orford Jubilee Neighbourhood Hub.

The post holder will help customers to navigate the bookings process, through a range of communications including face to face, telephone and emails providing information of LiveWire's offer as well as catering to bespoke requests of customers.

Whilst in post you will liaise with one off bookings, local partner organisations, and regular bookings and manage internal bookings, this will be for a variety of spaces including but not limited to Sports hall, Activity hall, Grass pitches, All weather pitches, and multiple meeting rooms.

The Job Holder will maintain a polite and professional manner in all circumstances; complying with service standards and health, safety and welfare regulations.

### **KEY ACCOUNTABILITIES**

1. Participate in the planning, Design and delivery of activities, events and programmes to actively market and sell the LiveWire offer; including working in partnership with colleagues at other sites and external organisations as required
2. Respond to enquires received in person, by telephone or email from customers in a courteous, professional, friendly and efficient manner at all times.
3. Ensure an efficient bookings system is in place at all times; and that all group bookings are recorded and processed.
4. Co-ordinate all bookings to ensure the process from initial enquiry through to visit meets the expectations of the Hirer.
5. Ensure bookings information is collated and circulated in a timely manner to all relevant departments and any changes are updated.

6. Ensuring that monthly reports are produced and delivered on time to the Hub Centre Manager.
7. Co-ordinate the booking of meeting rooms across the Hub ensuring no clashes.
8. Where applicable to cross promote LiveWire's facilities and services
9. Take a proactive approach to generating bookings, including contacting local businesses to market the facilities on offer
10. Handle Booking enquiries (Face to Face, Emails, Telephone), ensuring effective follow up actions are carried out.
11. Effectively resolve customer complaints; whilst providing world class customer service.
12. Operating the till system, handle cash, & process invoices.
13. Participate in the company's appraisal scheme, undergoing relevant training to ensure appropriate skills and knowledge of the organisation are up to date.
14. Undertake Administrative duties as and when directed by the Lead LiveWire Advisors.
15. Abide by all internal policies & procedures, with high regards to GDPR Policy & Health and Safety Policy as well as the customer charter.
16. Notwithstanding the detail in this job description, undertake additional duties that are reasonably commensurate with responsibilities of this post

**Date:** June 2023

**Prepared/revised by:** Charlene Harrison  
**In conjunction with:** Jake McKie

## **PERSON SPECIFICATION**

**JOB TITLE:** Bookings Coordinator

**GRADE:** 4

### **CRITERIA**

#### **Experience:**

- Experience of dealing with a wide range of customers (E) A, I
- Experience in the use of IT, specifically Microsoft Office and the Internet (E) (A, I)
- Previous administration experience (D) A, I

#### **Skills and Abilities**

- Excellent interpersonal and communication skills (E) A, I
- Excellent customer service skills. (E) A, I
- Good ICT and keyboard skills (E) A, I
- Ability to relate to people and all different age ranges (E) A, I
- Ability to be adaptable and flexible to different working environments (E) A, I
- Good administrative skills (E) A, I

#### **Education/Qualifications/Knowledge**

- NVQ Level 2 in Customer Service (D) A, C
- Knowledge or willingness to gain an understanding of the wider LiveWire offer (E) A, I

#### **Other Requirements**

- Professional in approach and appearance (E) A, I
- Able to work independently and across teams (E) A, I
- An understanding of the organisations vision, objectives and Values (E) A, I
- Flexible approach to working including evening and weekends (E) A, I

#### **Commitment to Equal Opportunities**

- Ability to understand and demonstrate commitment to equality and diversity (E) A, I

#### **Commitment to Service Delivery/Customer Care**

- Demonstrate commitment to a culture of continuous improvement (E) A, I
- Demonstrate commitment to achieving excellence in customer care (E) A, I
- Ability to build effective working relationships with internal and external customers / providers which generate confidence and collaborative working (E) A, I

#### **NOTE TO APPLICANTS:**

Whilst all points on the specification are important, those marked 'E' (essential) are the key requirements. You should pay particular attention to these points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview.

**Methods of Assessment key** A = application form, C = Certificate, E = Exercise, I = Interview, P = presentation, T= Test, AC = assessment centre