



Job Description – Events and Bookings Co-ordinator

Responsible to	Reception and Centre Co-ordinator
Salary	NJC 6 £25,183 pro rata
Hours per week	25 flexible – some evenings and weekends as required.
Annual Leave per annum	25 days (rising to 30 days after 5 years)
Main base	Kath Locke/Zion
DBS level	

Main aims of the post

To work as part of the core team, with responsibility for facilitating the smooth running of bookings and events at the Kath Locke and Zion Centres. To provide a flexible and responsive service and maximise usage and income.

Main duties of the post

1. To be the first point of contact for enquiries or information about room bookings and events, and to provide a flexible and responsive service to customers.
2. To promote the facilities available to achieve the income targets
3. To effectively manage recording of bookings, invoicing and monitor payment
4. To set up rooms with equipment, furniture and refreshments and clear after use
5. Liaise with Zion or Kath Locke Café for catering
6. To maintain and replenish sundries (teas, coffee, milks etc) and equipment for provision of refreshments
7. To collate, analyse and disseminate data and information as required
8. To ensure information and data is kept updated and stored securely in line with data protection and confidentiality procedures
9. To produce information, reports as necessary
10. To continuously improve systems and processes to assist with increased efficiency, to save money and to ensure regular service improvements
11. To provide reception cover, including opening and closing of Centres as required.
12. Carry out any other reasonable administrative or reception duties as required

General work related expectations

1. To work within the Big Life group's values ethos and vision
2. To contribute to the development of the Big Life group
3. To work in accordance with all policies and procedures of the Big Life group, particularly (but not exclusively) Health and Safety; Information Governance and Safeguarding
4. To commit to own personal development and attend training or development activities as required
5. To work in accordance with all relevant legislation
6. To undergo regular supervision and at least an annual appraisal
7. To undertake any other duties as required, and as appropriate to the post

Person Specification – Events and Bookings Co-ordinator

The successful candidate must be able to demonstrate that they meet all of the following points below.

Key – Method of Assessment; A = Application form; I = Interview; T= Test; P= Presentation

Area	Method of assessment
1.Experience	
a. Experience of working in a busy customer facing environment, providing timely information and responding to customer requests	A/I
b. Experience of effectively communicating with a range of people, from different sectors and communities	A/I
2. Skills	
a. IT skills, including use of databases, Visual and Audio systems, Office 365 (Word, Excel, Email)	A/I/T
b. Ability to manage a budget, invoice, and monitor payments	A/I/T
c. Ability to work independently and to respond to customer requests	A/I
d. Ability to promote services in a range of mediums	A/I
3.Knowledge	
a. Knowledge of the barriers that service users face when accessing services	A/I
b. Health and Safety awareness, including manual handling and food hygiene	
5. Personal	
a. Physically able to move equipment (tables, chairs etc)	A/I
b. Personal resilience and problem-solving approach	A/I
c. Willing to work flexible hours including some weekends and evenings	A/I
d. Commitment to working towards the Big Life group's missions and values	A/I
e. Commitment to personal development and willingness to regularly update skills and experience	A/I