



## **Application Information Pack**

### **Bookings Administrator**

### **Eaton Vale Scout and Guide Activity Centre**

#### **Introduction to Eaton Vale Scout and Guide Activity Centre**

Thank you for your interest in the role of Booking Administrator at Eaton Vale Scout and Guide Activity Centre. This document provides information relating to the above vacancy and should be used for information purposes only. The information does not form part of the terms and conditions of employment.

Eaton Vale Scout and Guide Activity Centre is owned by Norfolk Scouts and Girlguiding Norfolk and exists to actively engage and support young people in their personal development, empowering them to make a positive contribution to society.

We are seeking a professional, motivated individual with strong administration and customer service skills and a passion and drive to develop the customer experience at the centre.

Website: [www.eatonvale.co.uk](http://www.eatonvale.co.uk)

#### **The Role:**

*Working Hours:* 28.75 per week.

- Mon: 9.00-3pm (including 15min break)
- Tue: 9.00-3pm (including 15min break)
- Wed: 9.00-3pm (including 15min break)
- Thur: 9.00-3pm (including 15min break)
- Fri: 2pm-8pm (including 15min break)

Plus 5 Full Trustee Board Meetings a year (often 6-9pm)

For the right candidate we are willing to be flexible with these hours.

*Salary:* £18,400 pro rata.

*Applications:* Please complete the application form electronically and send to [office@eatonvale.co.uk](mailto:office@eatonvale.co.uk).

*Closing Date for Applications:* 10am Friday 19<sup>th</sup> November.

*Shortlisting:* Candidates will be shortlisted on the basis of the application form submitted.

*Interviews:* Tuesday 23<sup>rd</sup> November (in person).

*Start Date:* Monday 10<sup>th</sup> January 2022.

If you have not heard about the outcome of your application by Saturday 20<sup>th</sup> November please assume you have been unsuccessful on this occasion.

Should you wish to discuss the post with the Centre Manager (Susan Newton) or simply have questions that are not answered here please telephone 01603 501228 or send us an email to [office@eatonvale.co.uk](mailto:office@eatonvale.co.uk)

## **Job Description**

**Main Purpose:**

- To manage the administration of centre bookings from initial enquiry to post visit feedback, ensuring the highest levels of customer service are delivered throughout.
- To act as the Duty Manager in the absence of the Centre Manager/Deputy Manager ensuring that high standards of customer service are maintained at all times.

**Operational Duties:**

- Act as Duty Manager ensuring that in all areas high standards of customer service are maintained at all times.
- To provide cover for the duty mobile outside office hours, taking calls from visitors, resolving issues over the phone wherever possible and attending site if necessary.
- Welcome customers on site, providing welcome information and safety briefing, checking in and directing to their accommodation/site/activities, maintaining contact throughout their visit ensuring a high standard of customer service is achieved.
- To be committed to safeguarding and ensure that at all times appropriate action is taken in the event of a concern being raised.

**Main Duties:****Enquires:**

- Reply to messages in the centre's main inbox, replying, forwarding messages and making appointments as appropriate.
- Communicate professionally with customers by telephone, email, letter and face-to-face.
- Ensure that all customer enquiries are satisfactorily managed, resolved and closed within agreed timescales.

**Bookings:**

- Create and administer bookings, creating activity schedules, allocating resources and taking payments, ensuring the process from enquiry to visit is efficient and delivers to customers individual needs.
- Generate sales by up-sell and cross-selling.

**Relationship Management:**

- To develop constructive professional relationships with all customers and staff and other agencies, professionals and contractors.
- Have a strong understanding of the customer's practices/procedures, drivers and culture.

**System Management:**

- To be the lead user of the Centre's booking platform ensuring that it is up to date, accurate, used effectively across the centre and work with the provider to create improvements that benefit the centre and the customer experience.
- Ensure the centre doesn't accrue bad debts and that customers are invoiced in a timely fashion and in line with company policy.
- Follow all centre procedures to ensure that the centre remains compliant with GDPR.
- To oversee the processes for the collection, security and distribution of cash, cheques, card and electronic payments are in place and adhered to.

**Communication:**

- Ensure that customer requests are effectively shared with relevant staff to ensure the highest level of customer service.
- To work with contractors (eg. caterer, cleaner) to ensure that services are booked in line with customer requirements.

**Welcoming guests:**

- Welcoming, receiving, signing in and dealing with and directing staff, guests, contractors, trustees, visitors and other stakeholders as appropriate.

**Feedback:**

- To measure and regularly review customer feedback, sharing information and feedback effectively and in a timely manner to improve service.

**Main office:**

- Ensure the office is a professional workspace and maintains an efficient workflow.
- Monitor and maintain office supplies inventory.
- To oversee lost property.

**Administration support:**

- To take minutes at full trustee board meetings and provide admin support as required.

### Miscellaneous

- The duties and responsibilities in this job description are not exhaustive. The postholder may be required to undertake other duties that may be required from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside the general scope of this post will be with the consent of the postholder.

### Person Specification

Criteria	Assessment (Application Interview)	or Essential/D esirable
<b>Experience</b>		
Experience of using an electronic or online booking system.	A	D
Experience of dealing effectively with customers.	A/I	E
Experience of a role which requires accuracy and attention to detail.	A	E
<b>Knowledge and Skills</b>		
Excellent customer service skills.	A/I	E
Excellent verbal and written communication skills and an ability to communicate with a broad range of people.	A/I	E
Ability to prioritise tasks and manage time effectively.	A/I	E
Able to work on own initiative and independently.	A	E
Experience of effective scheduling or diary management.	A	E
Proficient in the use of Microsoft programmes.	A	E
Basic financial understanding.	A	E
Understanding of GDPR.	A	D
A strong understanding of outdoor education principles and outcomes.	A	D
Commitment to and understanding of Safeguarding and Child Protection.	A/I	E
<b>Values</b>		
Ambition and drive to help the organisation develop.	A/I	E
Self-motivated individual confident in prioritising and working without supervision.	A	E
Ability to work in a flexible and innovative way to ensure both a high level of customer satisfaction as well as efficiency for organisation	A/I	E
Willingness to learn and develop personal skills, knowledge and abilities	A	E
Knowledge of and commitment to the aims of Scouting and/or Guiding	A	D

Having a criminal record will not necessarily bar you from working with us. This will depend on the nature of the position and the circumstances and background of your offences.

We are an equal opportunities employer and welcome applications from people of all backgrounds. We do not discriminate against applicants on the basis of age, disability, ethnic origin, gender, marital status, nationality, race, religion or sexual orientation.

### Terms and Conditions

*Contract Type:* Permanent contract

*Location:* You will be based at Eaton Vale Scout and Guide Activity Centre, Church Lane, Norwich, NR4 6NN but we would also consider a hybrid model of working from site and working from home.

#### *Employment Checks*

Upon successful appointment, you will be required to provide:

- Two satisfactory confidential references
- Proof of eligibility to work in the UK
- DBS check

Employment is subject to satisfactory receipt of the above.

*Holidays:* Holiday accrued and calculated based on government guidelines.

