

Job Description

Post title: Bookings Administrator
Grade: HSV 3-5
School/Department: Hertfordshire Sports Village/Bookings and Administration
Responsible to: Events, Bookings and Courses Manager
Responsible for: None

MAIN PURPOSE OF THE JOB

To be responsible for a range of administrative tasks associated with events and bookings at Hertfordshire Sports Village including, but not limited to events, block bookings, conference bookings and group climbing. The main purpose of the role will be to liaise with customers, partners, and internal departments to ensure all bookings are run smoothly and that a first-class customer experience is provided at all times.

The Bookings Administrator will demonstrate a Service Excellence mindset by providing a consistent, efficient, high quality and customer-oriented service to all customers of the Sports Village through implementation of agreed operating procedures and standards, ensuring that the customer is at the heart of every decision.

The Bookings Administrator will also be responsible for credit control and timely invoicing of clients ensuring all relevant details are inputted into our bookings system (Hedgehog). Income for these bookings is to be monitored and debtors chased and dealt with as per our terms and conditions.

RESPONSIBILITIES AND DUTIES

Administration & Bookings

- To co-ordinate the administration, processing and renewals of sports block bookings for all areas of Hertfordshire Sports Village. To include academic programming for undergraduate sports & therapy courses & our other student activity programming.
- Ensure that usage of facilities is maximised while not compromising the experience of any group of users and ensuring we are keeping all customers happy.
- To co-ordinate the administration and processing of conference and meeting room bookings, ensuring that rooms are set up as per the specific needs of customers and high customer service is provided by ensuring the smooth running of all bookings on the day.
- To set up meetings with prospective customers for special events and conference and meeting bookings, seeing through the booking process from first enquiry to actual delivery on the day by providing a presence on the day of the booking when required to ensure their experience at the Sports Village is a positive and memorable one.
- To take an active role in the administration and processing of group climbing and small sport bookings for all areas of Hertfordshire Sports Village.
- To be responsible for specific special events and one-off bookings.
- Liaise with and inform UH parking management team of conferences & events taking place at HSV and numbers of delegates expected.
- To build strong working relationships with customers and partners of Hertfordshire Sports Village.
- Review and maintain current database systems to ensure the effective administration relating to all bookings and current debtors.
- Communicate operational requirements and standards expected for event, block booking, conference and meeting, group climbing and small sport bookings. To ensure all areas are prepared and clients are pleased with booking arrangements.
- Liaison with *Aramark* for catering required for any user group, i.e., Conference delegates. Manage the monthly charges within this area.
- Responsible for stocking, cleaning and setting up conference hot drinks machines. Stock control of conference & meeting room consumables.

- Responsible for invoicing for other areas of the business, i.e., HSV courses and Performance Hertfordshire.
- To perform other administrative duties appropriate to the grade as required and when appropriate.
- The postholder will be trained to use the CRM bookings and membership system.
- To manage a wide range of incoming enquiries confidently, competently and proactively.
- Work as part of a wider customer service team dealing with a manner of general enquiries across the business.
- Liaise with the marketing team and help create material to publicise and promote facilities, booking packages, Maintain website pages related to areas of work.

Service Excellence

- To embrace a Service Excellence mindset, demonstrating our values, standards and behaviours towards both colleagues and customers.
- To prioritise delivering an exceptional experience to every customer, every time.
- To adopt a positive mindset and commit to continuous improvement through giving, welcoming and responding to colleague and customer feedback.

Finance

- Invoicing and credit control for all bookings, including chasing payments and initiation of debt recovery where appropriate.
- Accounting for and banking of monies taken.

Responsibilities & Accountabilities: HSV 5 (Senior Administrator level)

Staffing & Procedures

- Keeping all relevant staff updated with training, procedural changes and offers in key areas of the role.
- Create and maintain procedures and training documents efficiently and to required standard.

Supervision

- Supervision and training of staff within the team & wider where required.

Deputise

- Provide significant support and deputise for Events, Bookings and Courses Manager taking responsibility for areas of the business.
- Lead confidently on all areas of the JD with little or no support from Events, Bookings and Courses Manager

Events & Project Work

- Assisting the Events, Bookings and Courses Manager in processing and running major events, ensuring that customer requirements are understood and met to a high standard.
- Lead & coordinate designated projects efficiently & effectively.

OTHER TASKS

- To contribute positively to the development of the wider UH Sport and Hertfordshire Sports Village business.
- Undertake any tasks or additional responsibility that the Director of Sport may deem appropriate to the level of the post.

SUPERVISION RECEIVED

The Bookings Administrator will report to the Events, Bookings and Courses Manager who will provide regular informal meetings and supervision, annual appraisal and reviews. The level of this post requires the Bookings Administrator to work under their own initiative.

SUPERVISION GIVEN

None

RESPONSIBILITY FOR BUDGETS

None

RELATIONSHIPS/CONTACTS

- Internal:** All customers and potential customers of the Sports Village; HSV colleagues; staff from different areas within the company; staff within the University including academics, management, support services and subsidiary companies; staff from the PFI partner company (Pinnacle); other internal suppliers of services.
- External:** Clubs, organisations and individuals who use or could use the facilities and services. Customers from the community, businesses and business organisations, local authorities, including education and leisure services, external agencies and suppliers, professional and amateur sports clubs and organisations, local and national media.

TERMS AND CONDITIONS OF EMPLOYMENT

Conditions of service

Hertfordshire Sports Village and other sports activities within the University of Hertfordshire are managed by Polyfield Property Ltd., which is a wholly owned subsidiary company of the University of Hertfordshire. The terms and conditions of employment are reviewed by the Board of Polyfield Property Ltd.

Hours of Work

This post is a full-time position (1.0FTE) consisting of 37.5 hours per week. Actual working hours will vary as per business requirements. This position requires the post holder to be flexible and when necessary, support the staff on shift, at times offering cover, which may include early mornings, evenings, weekends and bank holidays. Time off in lieu (at flat rate) is given for hours worked in excess of the standard week.

Annual Leave

The annual leave year runs from 1st October to 30th September. Staff are entitled to 23 working days paid holiday (pro rata for part time contracts) during the course of the holiday year. After two years continuous service, holiday entitlement will increase to 24 days and after four years an additional 2 days are awarded. Time off in Lieu will be awarded (at flat rate) for hours worked on bank holidays.

Salary: HSV3-5 plus Performance Related Pay

An annual pay increase to recognise the cost of living/inflation will be paid subject to approval by the Board of Polyfield Property Ltd. The post is subject to performance review and may qualify for a performance related bonus after completion of a probationary period. Salaries are paid in arrears by credit transfer to a named bank or building society

Appointments confirmed at HSV5 will be dependent on significant and demonstrable skills and experience which align with the desirable criteria accompanied by the additional accountabilities and responsibilities stated. There will be the ability to move up through the salary grades as knowledge and experience grows within the role and agreed set criteria met. This will be monitored through regular one to one and appraisal meetings.

Pension

The Company will comply with any automatic enrolment duties it may have in respect of you under part 1 of the Pensions Act 2008. The Company is currently using the National Employment Savings Trust (NEST) pension scheme in respect of these duties. Membership of the scheme is strictly subject to the rules of the scheme which may be amended from time to time. If you are enrolled into the NEST pension scheme, the Company shall be entitled to deduct from your salary any amounts payable by you as member contributions. The Company reserves the right to vary or discontinue any scheme in place from time to time.

Additional Benefits

Staff are welcome to use the facilities at Hertfordshire Sports Village in accordance with our staff usage policy. Staff may also nominate one person to receive a discounted membership.

A uniform is provided for all appropriate staff.

As a subsidiary company of the University of Hertfordshire staff may utilise all benefits open to UH staff, this includes access to catering outlets and Learning Resource Centre, discounted travel on Uno buses, access to discounted nursery facilities. Staff may also access courses run by the Staff Development Unit, University and Associated Colleges, assuming this does not conflict with requirements of your post.

There is a sick pay/sick leave scheme in operation.

This document outlines the duties required, for the time being, of the post entitled Bookings Administrator to indicate the level of responsibility. It is not intended to be a comprehensive or exhaustive list and the Events, Bookings and Courses Manager may vary duties, from time to time, which do not change the general character of the job or the level of responsibility entailed.

PERSON SPECIFICATION

Post Title: Bookings Administrator

QUALIFICATIONS & MEMBERSHIPS	
Educated with a minimum of GCSE's at grade C/4 or above including Maths and English, or equivalent proven experience	Essential
A-level/BTEC National Diploma or equivalent – preferably in a related area	Desirable
Degree Level Qualification	Desirable
Relevant Accounting/IT qualifications	Desirable
EXPERIENCE	
Experience of working in a customer service environment	Essential
Administration and telephone handling experience	Essential
Proven ability in administration and office procedures	Essential
Experience of administration of bookings or lettings in a leisure/hospitality environment	Desirable
Events management experience	Desirable
Experience of working in a customer service environment in the leisure industry	Desirable
Experience of supervising and training staff	Desirable
Experience of deputising for management	Desirable
KNOWLEDGE AND ABILITY	
Good IT skills including MS Word, Excel, Outlook and ideally Access and PowerPoint (or equivalents)	Essential
Good knowledge and experience of administration processes	Essential
Good understanding of and interest in sports and the industry and typical requirements for customers booking sports facilities/events	Essential
In depth knowledge and understanding of leisure industry CRM system	Desirable
BEHAVIOURS AND ATTRIBUTES	
Organisational skills & attention to detail	Essential
Excellent interpersonal skills	Essential
Excellent customer service skills	Essential
Excellent written and verbal communication skills	Essential
Good numeracy skills	Essential
Self-motivated	Essential
Ability to work on own initiative and as part of a team	Essential
Logical and methodical approach to work	Essential
Ability to juggle multiple tasks and work under pressure	Essential
Excellent time management skills and ability to manage and prioritise workloads	Essential
Able and willing to be flexible with working hours and days to meet the varying demands of the post	Essential
Our Values	
Always demonstrates our WELCOMES values: Welcoming Extra Mile Leadership Consistency Open & Honest Memorable Enthusiastic About Continuous Improvement Sport First	