

November 2018

Thank you for your interest in the post of Bookings Administrator (fixed term). Please find attached the following information:

- Job description
- Person specification
- General Terms & Conditions of Employment

If you would like to apply for this position, please submit a detailed CV and covering letter by e-mail to Katharine Osborne, Head of Human Resources:

Email: Katharine.osborne@westdean.org.uk

Tel: 01243 818 313

Closing date for applications: 26th November 2018

We endeavour to respond to all applicants in a timely manner. If, however, you do not hear from us within two weeks of the closing date, please assume that your application has been unsuccessful on this occasion.

JOB DESCRIPTION

JOB TITLE	Bookings Administrator
LOCATION	West Dean College of Arts and Conservation
DEPARTMENT	Marketing & Commercial
REPORTING TO	Sales Manager
MAIN PURPOSE OF ROLE	Handle incoming bookings and enquiries, primarily for courses and accommodation. Deliver excellent customer service while maximising bookings and administrative efficiency.

GENERAL DUTIES AND RESPONSIBILITIES

1. Deal with bookings in an efficient and timely way, ensuring quality service.
2. Respond to course booking enquires providing accurate and timely information on course availability and alternatives, ensuring students receive all relevant course and booking information so as to maximise the booking possibility and students experience.
3. Be responsible for updating and maintaining records of all communication related to potential and existing bookings. Furthermore responsibility for allocation of bedrooms throughout the organisation including but not limited to students, tutors and commercial.
4. Liaise with internal departments to ensure the smooth and exemplary booking of an individual including accommodation and individual needs such as dietary and mobility requirements
5. Be proactive in identifying and selling further course options and study paths, as appropriate, to existing short course students.
6. Deal with bed and breakfast bookings, ensuring all details are processed correctly through our systems and liaise with internal department where necessary.
7. Deal with all financial elements of the booking transactions including issuing invoices and collecting payment.
8. Maintain up to date records of transactions including but not limited to transfers, credits and gift vouchers.
9. Deal with complaints in an effective and timely manner in consultation with Sales Manager.

10. Make a positive contribution to the work of the sales team and West Dean as a whole and to maintain good relations with the general public at all times.

Data administration

1. Maintain kinetic record of students, ensuring duplicates are merged where possible and GDPR protocols are followed and logged.
2. Perform daily checks between monies received and those recorded on the database.
3. Undertake training as required in the operation of the Kinetic database, associated reports and other computer applications.
4. Train and support other staff in their use of the database
5. Maintain a detailed log of any problems encountered with systems and databases and Contribute to discussions regarding development of all systems and databases.

General

1. As part of the sales team escalate and solve any issues or gaps with office tools and equipment
2. Build and maintain excellent working relations, both internally within West Dean and with external partners and suppliers.
3. Undertake any other duties as may be reasonably requested by the Sales Manager.

This job description is subject to regular review in consultation with the post holder.

PERSON SPECIFICATION

Experience

Previous experience in a customer service / sales role	Essential
Previous administration experience	Essential
Experience of working in a data sensitive and customer centered environment.	Desirable

Education / Qualification

Qualifications appropriate for the role	Desirable
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Skills

Excellent customer service skills, positive, solutions focused approach	Essential
Awareness of Data Protection issues and the need for confidentiality	Essential
Strong administrative, organizational and numeracy skills	Essential
Proactive sales techniques	Essential
Excellent communication skills both written and oral	Essential
Good understanding of IT specifically Microsoft Office	Essential

Personal Characteristics

Ability to prioritise and work effectively under pressure	Essential
Ability to work as part of a team.	Essential
Professional, approachable manner.	Essential
Confident communicator , with the ability to build relationships both internally and externally.	Essential

GENERAL TERMS AND CONDITIONS OF EMPLOYMENT

- Contract: Fixed term 12 months
- Duties : As attached job description
- Salary: £10,947 (0.6) or £14,600 (0.8) actual (£18,245 FTE). Payable monthly in arrears by BACS
- Hours: Part time to be worked either as a 0.6 FTE (21 hours) or a 0.8 FTE (28 hours per week) to be worked across 3 or 4 days predominantly Monday to Friday, with occasional weekend work on a rota basis.
- Holidays: 33 days per holiday year (1 October to 30 September) inclusive of Bank Holidays (pro rata).
- Sickness: 10 days in any consecutive twelve month period, or longer period at West Dean's discretion, after six months' continuous service (pro rata)
- Benefits: Contributory pension scheme, subsidised meals, free and discounted places on short courses at West Dean College.