

## JOB DESCRIPTION – Bookings & Administration manager

### Job Description

**Job role:** Reception, centre bookings & administration manager

**Reporting line:** Centre Manager

**Hours:** 37.5 hours per week (over 5 days)

**Salary:** £12.50 per hour (paid monthly)

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### **Responsibilities**

The role is responsible for the main reception service, and includes;

- Daily management of all administration in relation to court bookings and other venue hire bookings
- Co-ordinate and liaise with customers and businesses with regards to bookings and venue hire
- Liaise with the Manager regarding bigger events and venue hire to determine suitability / availability without impeding on other operations
- Create and issue detailed event sheets to operational staff to ensure a high standard of delivery for bookings / events
- Manage and process all centre invoicing from draft to payment stage using Xero software
- Assist with the delivery of sponsorship and business development projects, and other TBC events

### **Key tasks**

- Receive and respond to incoming enquiries both by phone and email
- Update and maintain online booking system, MyCourts including amendments
- Update and maintain central calendar with details of all operations and bookings
- Process payments both in person at reception and over the phone
- Meet, greet and direct customers on arrival to the centre, dealing with any queries or issues that arise
- Organise and process credits / debits where needed via online booking system
- Assist with centre operations where required

### **Skills**

- Self-motivated, to work productively without direct supervision
- Strong communication, including a friendly manner both over the phone and in person
- Ability to follow both verbal and written instructions, accurately and consistently
- IT knowledge, including use of Microsoft packages

### **Knowledge & experience (Desirable)**

- Customer service including face to face interaction
- Awareness of health & safety
- Current First Aid Certificate and current and clear DBS certificate

*Full training in all softwares provided and other training opportunities available*