

Rackheath Parish Council

Booking Administrator Role

Rackheath Parish Council has a vacancy for a Booking Administrator to look after the administration and bookings for the newly refurbished and extended Pavilion due to open in June 2019. We are looking for someone who has experience of working within an administrative setting, confidence in dealing with a variety of queries by phone, email and in person, able to use digital media effectively and have an understanding of Health & Safety requirements.

Location: Based in the Parish Office, The Pavilion, Stracey Sports Park, Green Lane West, Rackheath, NR13 6LT the Booking Administrator work 2 mornings a week to be arranged.

Starting salary: £8.75 per hour to start. Reviewed after 6 month's probation and annually thereafter

Hours: Initially 5 per hours per week. Hours may increase according to need. Occasional evening work may be required.

Responsible to: Parish Clerk

Employer: Rackheath Parish Council

Purpose of job: To support the administrative functions of the Parish Council and help increase bookings at the Pavilion and Stracey Sports Park.

Administration

1. Manage the website and social media for the Pavilion and park land.
2. Manage and update the bookings calendar
3. Take bookings, issue/receive booking forms and deposits- check compliance with Terms & Conditions e.g. any necessary licenses, insurance etc
4. Invoice all hirers on a monthly basis and chase up payments where necessary.
5. Be a point of contact for receipt of booking fees
6. Manage payments received for use of the facilities
7. Provide a monthly report to the clerk on bookings of the Parish Council's premises and land

Facility checks and Maintenance

8. Carry out periodic checks on equipment and premises
9. Ensure replenishment of toilet rolls, hand cleansers, paper towels etc
10. Ensure facilities are left clean and tidy and furniture is stored correctly
11. Assist the Clerk as required in organising the maintenance and repair of the equipment, premises and grounds, including annual maintenance contracts for grass/hedge cutting.
12. Assist the Clerk as required in organising all inspections required by legislation and good practice of the recreation grounds, children's play areas, and other Council owned areas and premises.
13. Monitor use of facilities by regular hirers ensuring hire conditions are met

Promotion and Marketing

14. Build excellent relationships with regular and casual hirers of facilities by being reliable & professional and providing high quality customer services support
15. Advertise new courses, events and activities to the Community
16. Encourage participation in Sports Pavilion Management Group, arrange review/pre-season contract meetings with regular hirers e.g. football/bowls club

17. Review and recommend pricing structures for bookings; monitor the charging structures of competing venues; provide management reports; recommend new strategies where appropriate

Training

18. Attend training sessions as required and agreed by the Clerk to ensure knowledge is updated

Health & Safety

19. Ensure maintenance of First Aid kit, Accident book, kitchen hygiene etc
20. Assist the Clerk in ensuring that health & safety requirements are fully complied with for the well being and safety of all who visit or work in the facilities

Any other Duties

21. Undertake any other duties which may from time to time be allocated by the Council which may reasonably be expected to be carried out

To Apply

Applicants should send a CV with a covering letter to the Parish Clerk, Diana Dring by email to clerk@rackheathparishcouncil.org.uk. Closing date Friday 3rd May 2019

Two references will be required and the successful applicant will be subject to a DBS check.

Interviews will take place on the evening of Wednesday 8th May in Rackheath

Start date by arrangement