

Biblins Centre Administrator

Role Description



Key Information

Responsible to	Biblins Centre Manager
Responsible for	No direct reports
Salary Band	Administrative (Lower Z6-Z11) - £22,208 to £25,249 <i>pro rata</i>
Working hours	Annualised hours, on average 10 hours per week, varying throughout the season from 5hrs-15hrs per week. Peak season is usually May-August.
Location	Biblins Youth Campsite, The Doward, Whitchurch, Herefordshire, HR9 6DX with some remote home based working permitted outside peak season.
Contract type	Permanent

Job Purpose

To support Biblins Youth Campsite to effectively and efficiently manage all aspects of booking administration, providing excellent customer care from enquiries, throughout the booking process, final invoice and all customer communication.

Responsibilities

Centres bookings

- Use our online booking system to confirm bookings, issue invoices, chase payments and send joining instructions
- Liaise with the online booking system provider to ensure the system continues to meet our needs
- Respond to all booking enquiries, forwarding technical enquiries to the Centre Manager or Activities Co-ordinator when necessary
- Maintain a register of customers in-keeping with GDPR guidance
- Undertake reception duties when required, welcoming guests on to site

Centres administration

- Support the Finance Administrator in processing and reconciling invoices
- Produce occupancy, bookings and income reports for the Centre Manager and Senior Management Team as required
- Some event co-ordination; promotion, taking bookings and payments as required
- Distribute customer satisfaction surveys, collating responses for the Centre Manager and Senior Management Team

Centres communications

- Support the team with their social media, especially publicising opportunities to engage and any vacancies
- Update the centre websites and webpages
- Distribute communication and promotional material when required

Volunteer support

- Distribute volunteer recruitment material
- Maintain a record of all centre volunteers
- Process references and DBS applications for all centre volunteers
- Circulate communications to volunteers as required

And any other tasks in keeping with the described job purpose and graded responsibilities as directed by their line manager.

Person Specification

Essential

- Numeracy & literacy
- Using ITC systems to support efficient administration
- Keeping accurate records
- Managing email and online inquiries
- Effective communication, responding to customers positively and efficiently
- Efficient approach to managing work demands, dealing efficiently with requests from multiple customers
- Highly organised, motivated and focused
- Co-operative approach to working with colleagues
- ITC especially use of GoogleSuite and Word
- Commitment to the aims & principles of Woodcraft Folk

Desirable

- Use of an online booking tool
- Understanding of environmental and outdoor education
- Updating Wordpress websites
- Social media within a promotional context
- Recruiting volunteers
- Processing references and following screening procedures

Screening Requirements

DBS check Yes - Enhanced

References Yes

Right to work Yes

This role is exempt from the Rehabilitation of Offenders Act (1974)

To express interest in this role, please “apply online” . If you have questions about the role, or would like to arrange an informal discussion before applying, please email michael.lawrence@woodcraft.org.uk