

## Bookings Administrator

<b>Location:</b>	<b>Clerkenwell, London EC1</b>
<b>Hours:</b>	<b>40 hours per week</b>
<b>Salary:</b>	<b>£24,856.00</b>
<b>Annual Leave:</b>	<b>25 days plus bank holidays</b>
<b>Applications:</b>	<b>Covering letter with CV to <a href="mailto:operations@inspiresaintjames.org">operations@inspiresaintjames.org</a></b>

### Introduction to role

Inspire Saint James Clerkenwell is a Church of England church which, in its current form, started when Inspire, a plant in September 2013 done in partnership with All Souls Langham Place, combined with the parish church of Saint James Clerkenwell. We are now a church with two services (11am and 4pm) about 200 adults and 50 children.

Our vision is to be *'a united and diverse community inspiring London with the good news of Jesus Christ'*.

We have three gospel values that shape us as a church:

- Biblical preaching
- Engaging the heart
- Cultural connection

The Bookings Administrator plays a key role as a member of the Inspire St James team. First impressions matter, and the administrator will often be the first point of contact, it is therefore essential that the manner in which the administrator works is warm welcoming, and efficient.

The crypt, church and accompanying spaces are available for hire and host a wide range of events including wedding receptions, press briefings and filming, exhibitions, networking and corporate events, concerts and university examinations. Our ability to rent out these spaces supports the church's broader mission and helps maintain this Grade II listed building for future generations. You can find out more about our venue business at our website [www.cryptonthegreen.co.uk](http://www.cryptonthegreen.co.uk)

This is a client facing role, where you are required to provide a professional service to all who visit the church and the variety of clients looking to use the Church and Crypt on the Green as an event space.

The role is pleasantly varied, with primary tasks that include advertising the venue, managing prospective and regular client relationships, scheduling events and viewings, assembling quotes and pricing options, managing the administration and processes for each event from beginning to end.

### **1. Personal Qualities**

The Bookings Administrator will:

- possess a good personal and conversational manner
- be patient and tactful
- be a person of honesty and integrity, who is discreet and can work respectfully and confidentially
- always be looking for better ways of doing things
- be commercially aware, in tune with the needs of the client
- be comfortable with sales targets and increasing revenues
- be a team player
- be sympathetic to the beliefs and procedures of an Anglican Parish Church

### **2. Skills and Experience**

The Bookings Administrator will:

- Possess good administrative, typing and computer skills, including being fully conversant with G-Suite (Google) Microsoft Word & Excel and be able to maintain online databases
- Be able to manage contractors, suppliers and external caterers
- Be able to manage a diary and the necessary databases, including basic spreadsheets and documents
- Be able to work alone, setting priorities, managing their own day-to-day workload without close supervision
- Be able to deal with difficult situations appropriately and with sensitivity
- Be willing to learn and update computer programs which will facilitate the administration of the post as these become necessary or available
- Be able to maintain the venue hire website and to use social media for promotional purposes
- Be educated to a good standard

### **3. The Job**

The Bookings Administrator will be part of the busy operations team and will carry out a range of duties to assist Church Manager with the running of the venue hire business.

The duties include:

#### **Crypt Venue Hire**

- Responding promptly to all venue hire enquiries to increase the prospect of converting them into paying clients
- Showing potential clients around the church and other venue spaces

- Managing relationships associated with the events to ensure the clients, church community, and neighbours are all working effectively together
- Calculating and providing quotes to clients
- Issuing and recording invoices
- Managing marketing platforms / venue hire agency platforms
- Coordinating staff members to help plan and facilitate events
- Manage enquiries via phone and email
- Ensure the security of the church and crypt at all times
- Manage the cleaning schedule and standards
- Contributing to and running the social media channels
- Coordinate security staff scheduling for events at evenings and weekends
- Basic accounting – recording data and monitoring payments
- Maintaining good relationships with our neighbours and local businesses
- Constantly evaluating and improving our products and services

#### **4. General**

- The post will be based in the office in Inspire St James Church, EC1R 0EA
- The post will be for forty hours per week. The normal day is 0900 – 1800. On occasion the hours can vary in line with our clients requirements – some evening work may be required for which lieu time will be made available
- There will be a six month probationary period, during which the notice period will be one week, after this time the notice period will be one month
- Inspire St James operates a 'Bring Your Own Device' policy - providing funding for you to use your own computer
- All team members are expected to participate in the running of church service activities and as such there is a Genuine Occupational Requirement for the post holder to have a Christian faith

Inspire Saint James offers staff benefits:

Dental Insurance

Social events including a weekly staff lunch

Annual salary reviews

Enhanced pension package

To apply:

Please supply to [operations@inspiresaintjames.org](mailto:operations@inspiresaintjames.org)

1. A cover letter highlighting your relevant skills and experience and expressing what excites you about the role.
2. A corresponding CV limited to two pages.

Deadline November 30<sup>th</sup> 2022

Start date: Early in 2023