

Post Title: Bookings Administrator
SBU/Department: Hertfordshire Sports Village

FTE: 1.0 (working 40 hours per week; job-share and part-time welcomed)

Duration of Contract: Permanent

Grade: HSV3 – HSV5 (£21,038 - £26,107)

Starting Salary: £21,038 plus performance related pay.

Salary uplift to £21,584 following successful completion of 6-month probation

Location: de-Havilland Campus

Hertfordshire Sports Village provides extensive sports facilities and services to the local community, students and staff of the University of Hertfordshire. Proudly named as one of Leisure and Hospitality's 20 Best Companies to Work For in 2021, Hertfordshire Sports Village is committed to ensuring our staff team are connected and engaged. Welcoming, going the extra mile, leading by example and the ability to consistently exceed expectations are some of the values we look for in our team members. If you share these values and want to make a real difference in a rewarding and challenging role, we would love to hear from you.

Main Duties & Responsibilities

We have an exciting opportunity to work as part of our bookings and events team to help deliver a quality service to our advanced booking clients. The successful candidate will be accountable for a range of administration tasks associated with block bookings, events and overseeing conference and meeting room bookings. The main purpose of the role will be to liaise with customers, partners and internal departments to ensure all booking enquiries are dealt with professionally and efficiently, are run smoothly and that a first-class customer experience is provided at all times. Experience in a customer service environment, telephone handling, proven ability in administration, office procedures and an ability to manage demanding workloads are all essential to the role.

The post holder will work closely with the Events and Bookings Manager to ensure that processes and procedures are up to date and in place for all areas covered by the bookings team. Responsibility of credit control and timely invoicing of clients ensuring all relevant details are inputted into our bookings CRM system.

Skills & Experience

We are looking for a self-motivated individual with excellent IT literacy and a high level of organisational and communication skills, who has a keen interest and in depth understanding of sports and the leisure industry with a strong customer focus. You must be able to use your own initiative, be pro-active, work well under pressure and be able to work on own initiative and as part of a busy, vibrant and friendly team.

Qualifications Required

Candidates must have A-Level/BTEC National Diploma or equivalent qualification as a minimum requirement, a degree level qualification in sport, leisure or event management would be desirable.

The University is required to meet UKVI visa regulations. Applicants who do not currently have the right to work in the UK will have to satisfy UKVI regulations before they can be appointed.

We are a committed equal opportunities employer and candidates wishing to work part time or on a role share basis should state this when applying.

Please note, applications for adverts closing on a Friday will not be viewable until the following Monday.

Contact Details/Informal Enquiries

For an informal discussion about this post please feel free to contact Ruth Clark, Head of People and Processes by email r.clark4@herts.ac.uk

Closing Date – Monday 4th July 2022

Provisional Interview Date: w/c 11th & 18th July

Reference Number: 042157

Our vision is to transform lives and UH is committed to Equality, Diversity and Inclusion and building a diverse community. We welcome applications from suitably qualified and eligible candidates regardless of their protected characteristics, and recognise there are different ways applicants may achieve the criteria in this document. We offer a range of employee benefits including generous annual leave, flexible location opportunities within the UK, discounted Sports Village memberships, personal and professional development and family-friendly policies. #GoHerts

Apply online at <https://www.herts.ac.uk/staff/careers-at-herts>

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