



Centre Welcome Team (Bookings Manager)



Role Description & Person Specification

Job Title:	Centre Welcome Team (Bookings Manager)
Hours:	21 hours per week
Location:	Inspire Centre, 747 Stockport Road, Levenshulme, M19 3AR
Salary:	£17,500 (£10,500 pro rata)
Reporting to:	Centre Director / Other members of Centre Welcome Team
Responsible for:	Volunteers

Purpose

The Centre Welcome Team will be jointly responsible for ensuring activity organisers and all other centre users find the Inspire Centre to be a welcoming place where they can run and participate in activities which support the vision and values of the Inspire Partnership. The Bookings Manager team-member will have particular responsibility for attracting and supporting room and events bookings.

Main Activities

1. General Centre Welcome duties

- Contribute to maintaining a friendly working environment for all staff and visitors, supporting and signposting more vulnerable centre users.
- Deal with all booking enquiries in a friendly, professional and timely manner including making sure that potential clients are shown around the facilities at Inspire.
- Provide room set up and 'at event' support, including on-the-day liaison with catering provision for all bookings – community and corporate.
- Greet visitors on arrival and direct them to the correct destination.
- Ensure records of staff, partners and visitors in and out of the centre are kept.
- Carry out basic risk assessments of activities and ensure that any necessary safety and security measures are adhered to.
- Provide administrative support, including handling telephone calls to the Centre Office and taking and relaying messages as required.

- Maintain a tidy reception area, with up to date display information.
- Managing a licensed bar for some events and activities.

2. Bookings Management

- Support the Centre Director in attracting new activities and events which support the Centre's vision and values.
- Manage booking management system to organise the centre calendar supported by Centre Director working closely with the Finance Manager and Café Manager re. catering.
- To ensure information on the website is kept up to date, ensure the weekly mailchimp e-mail is sent out and the monthly 'What's On' is produced.

3. General duties

- To proactively promote the values and principles of the Inspire Partnership amongst centre partners, volunteers and users and to develop practical ways to make Inspire values a reality.
- To maintain a well-ordered office, reception and information area and manage a well-ordered electronic filing system.

Other employment conditions

This job is part of a team of three people who have a shared responsibility as a 'self-managed team' to ensure that the Inspire Centre is open for activities throughout the week and there is adequate staff cover in a similar fashion to a formal 'jobshare' arrangement.

This job will include some flexible working including evenings and weekends.

Inspire will provide relevant training opportunities for this role. You will receive regular line management and a performance review at least once each year.

You will be required to undergo a DBS check.

Person Specification

Necessary skills and experience:

- At least 1 years' experience in a people-facing service role
- Excellent interpersonal skills and ability to communicate with people from a range of backgrounds, including vulnerable people
- Experience of developing and coordinating customer relationship management systems for events management and bookings
- Experience of organising events or other community activities
- Experience dealing with health and safety issues and the ability to carry out simple risk assessments
- Computer literate with e-mail and social media skills and experience using Microsoft Office and Google applications

Necessary attitude and disposition:

- Strong understanding of and commitment to the Inspire Vision & Values
- Self-motivated, disciplined and demonstrating excellent time management
- Positive, outgoing and a team player

Desirable attributes:

- A resident of Levenshulme or South Gorton
- Experience of line management of staff
- Experience of working in or managing a similar community building
- Experience of carrying out environmental audits and making sustainability improvements to buildings