



Job Description – Bookings Coordinator (year-round)

Accountability

Responsible to the Centre Director

Key Roles

- Managing our bookings system (FlexiBook)
- Bookings
- Administration
- Events & Fundraising

Key Tasks

Managing FlexiBook

- Putting all courses and activities on FlexiBook
- Putting prices on FlexiBook
- Working with the Deputy AD to put instructor calendars on FlexiBook
- Working with system creators to implement improvements
- Training new team members on FlexiBook

Bookings

- Handling telephone enquiries and translating those enquiries into bookings
- Providing front office cover as detailed in the staffing rota
- Taking and processing site and course bookings
- Managing clients to pay deposit promptly and make full payment before their visit
- Assist in training Longridge Team on office procedures
- Entering all payments on to the booking system
- Advising clients on activities for their visit.
- Work with activities team to deliver activity bookings
- Work with catering team to deliver catering bookings
- Work with Caretaker to deliver facility bookings
- Ensure visitors receive the correct documentation before their visit
- Ensure visitors are expected and greeted

Administration

- Administration of post /emails for Longridge
- Answering the telephone
- Dealing with visitor enquiries on reception
- Daily banking support to Sales Ledger coordinator
- Assisting with the development of efficient systems and processes

Events & Fundraising

- To promote and assist at Longridge events
- To promote fundraising opportunities

All Team members will be expected to provide support and back up to other team members.

Facilities

Will have the use of a desk in the front of house

Hours

4 days a week – will include weekend and evening work.

Salary

£15,000