

## **JOB DESCRIPTION**

### **Mountain Training Trust**

## **POST DETAILS**

Job Title:	<b>Client Bookings Administrator</b>
Directly Responsible To:	Client Bookings Manager
Directly Responsible For:	Customer booking administration where there is an instructional element. Take responsibility for Client needs from the initial booking enquiry through to process and client review.
Hours of Duty:	22.5 hours a week, weekday afternoons, with an occasional need to work outside of normal office hours and weekends.

## **PRIMARY PURPOSE AND SCOPE OF JOB:**

We are looking to create a sales and booking process, which is personalized, efficient and robust which offers first class service and high levels of client satisfaction to anyone wishing to purchase instructional services. These services can range from an individual attending an advertised course to working with a corporate client to design something bespoke to meet their needs.

The Client Bookings Administrator will play a key role in developing and maintaining client relationships.

The post holder will be required to develop creative solutions for potential and existing clients, as well as contributing actively to secure new clientele opportunities.

## **WORKING RELATIONSHIPS**

The Client Bookings Administrator will work very closely with the Client Bookings Manager on day-to-day matters in relation to bookings to ensure the smooth operation of the business. They will also liaise with key staff throughout the business to ensure delivery of a great customer experience prior to, during and post course.

Communications with other staff members regarding bookings and customer requirements will need to be clear and precise.

The post holder will need to contribute to a working environment of mutual encouragement by upholding standards in all working practices and relationships.

Need to be an effective member of the team that work at operational level and will include liaison with other departments throughout the organization.

## **MAIN AREAS OF RESPONSIBILITY:**

1. Work with the Client Bookings Manager to create a sales and booking process, which is personalized, efficient and robust and offers first class service and high levels of client satisfaction to anyone wishing to purchase instructional services.
2. To assist in developing and growing the customer base in line with strategic objectives.
3. Respond promptly to enquires and consistently provide a professional and helpful service whether by phone, e-mail or in person as specified in company procedures and guidelines.
4. Ensure all customised proposals are costed in line with company guidelines.
5. Ensure we can meet resource requirements.
6. Input data on internal systems ensuring the information is accurate and up to date. Provide information to customers as required in a professional and timely manner.
7. Process new business and documentation in accordance with the agreed service and quality standards. Ensure marketing guidelines are adhered to when producing letters, e-mails and any other correspondence.
8. Ensure the smooth running of all group bookings by assisting groups to plan their requirements, obtaining sufficient and clear information, inputting data accurately in to the computer system and briefing the relevant departments at the right time.
9. Assist in the administration and communication of all bursaries and grant-funded courses.
10. Ensure key accounts are proactively monitored and reviewed, alerting the Client Bookings Manager and other relevant staff as and when required.
11. Play a proactive role in ensuring the day-to-day running of the company is robust, compliant and effective, with opportunities for improvement regularly considered and implemented.
12. Ensure relevant staff are aware of current safeguarding legislation and any potential heightened safeguarding requirements.
13. Ensure that client data is handled safely and securely and in line with the General Data Protection Regulation (GDPR).
14. Take initiative and help implement any necessary changes from a bookings perspective based on post course evaluations.
15. Attend meetings appropriate to the role and when required to stand in for the Client Bookings Manager. Ensuring the professional representation of the charity at all times.
16. Provide cover during holiday and sickness, within the boundaries of knowledge and capability.
17. Meet and greet clients as and when required. Discuss client requirements and with the assistance of Operational and Senior Management provide solutions.

18. Participate in any training and development relevant to the job.
19. Participate in staff meetings to enable consistency of communication across the organization and uphold company standards.
20. Uphold the reputation and values of Plas y Brenin in all dealings with internal and external contacts.

**General responsibilities:**

- Develop the Company’s commitment to equal opportunities and promote non-discriminatory practices in all aspects of work undertaken.
- Remain flexible and adaptable to any additional demands and be available to work different hours including weekends/evenings as required.
- Continually review own performance and development needs in conjunction with the Client Bookings Manager, jointly setting targets for change and continuous improvement to enhance business performance and personal effectiveness. This may include a requirement to undertake additional training and/or personal development.
- Help with general office tasks and if necessary, assist in other areas of the operation.

It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements and with financial regulations of the company, and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the company’s policies and procedures as specified in the staff handbook.

**Person Specification**

This post requires an outstanding, well-organized individual with excellent customer service and IT skills. The post holder will be comfortable with operating in a dynamic and ever-changing working environment.

Key Knowledge, Experience, Abilities and Skills

Excellent communication skills - communicates effectively, clearly and confidently in written, verbal and electronic forms.	Essential
Sound working knowledge of Microsoft Office or equivalent software packages including Word, Excel and Outlook.	Essential
Adaptable and willing to learn and utilize new software systems.	Essential
Proven ability in administration and office procedures.	Essential
Ability to liaise closely with other colleagues and departments to ensure customer service is maximised.	Essential
Excellent knowledge of the organization’s products and services.	Essential
Ability to organize own time/workload and achieve deadlines.	Essential

Ability to work on own initiative.	Essential
A background in effectively handling a wide range of customer enquiries, including those that require complex resource planning and creative solutions.	Desirable
The ability to put together quotations and tender documents that overarching represent the organization's needs whilst achieving the requirements of the client.	Desirable
Customer focused approach to support services	Essential
Experience of working within a team and supporting colleagues across a wide range of administrative support roles.	Essential

### Personal Qualities and Behaviors

A can-do attitude, with the ability to work at pace in an ever-changing work environment.	Essential
Open to being challenged and responding positively to ensure the business strives for continuous improvement.	Essential
Display a positive approach to change.	Essential
Able to manage a heavy work program, is prepared to prioritize and work flexibly to meet deadlines.	Essential
A real team player, who is fully committed to working collaboratively to ensure the business, is the best it can be.	Essential
A committed and loyal individual, with a high determination to succeed.	Essential
Energetic, self-motivated and positive outlook	Essential
Acts at all times with integrity, professionalism and to the highest standards.	Essential