

The Cathedral of St John the Baptist

JOB DESCRIPTION

BOOKINGS COORDINATOR

Main purpose:	To be the first point of contact for all enquiries for booking the functions spaces. Providing administration and coordination for all bookings and functions, liaising with the catering team, to ensure bookings can be fulfilled. To manage in-house functions, particularly the annual St Nicholas Fair, booking stall holders and coordinating space requirements as well as marketing the event.
Reports to:	Cathedral Manager
Key relationships:	Catering Manager, Marketing Assistant, Learning & Heritage Officer, Parish Secretary, volunteers, visitors & customers
Location:	Norwich, Norfolk
Salary:	£11.50 per hour (£12 per hour on completion of probationary period)
Hours:	20 hours per week
Term:	Permanent

Key responsibilities:

1. Act as the first point of contact for all booking enquiries, on the phone and on emails, ensuring customers receive prompt and professional advice and guidance.
2. Offer venue visits for those looking to book the function spaces, to show them round and discuss details. Offer guidance on which space best suits their needs, as well as making them aware of all options, including bar use, corkage and equipment hire.
3. Coordinate bookings from point of enquiry through the booking process, through to the event.
4. Liaise with the Catering Manager regarding bookings requiring catering or equipment hire, ensuring details are obtained from customers (including dietary requirements) to ensure smooth running of their event.
5. Work with the Catering Manager, Marketing Assistant, and Cathedral Manager to create new events and functions to attract more people to the café and function spaces. Ensure events are based around themes, seasons and other local events.
6. Provide a follow up service to customers, courteously emailing after events to gather feedback and reviews for the website and/or Google and Trip Advisor.
7. Coordinate logistics for preparing rooms and other spaces for functions and events including the hire of additional equipment and marquees where needed.
8. Assist in the supervision of functions, ensuring a staff presence during events for any issues arising during the function.
9. Manage in-house events, specifically St Nicholas Fair, promoting to and booking stall holders, coordinating space and liaise with the Marketing Assistant to ensure promotion.
10. Work with the Cathedral Manager to ensure bookings are invoiced accurately and promptly and following up late payments or discrepancies.

Person Specification:

Essential

- Education to at least A-Level.
- Self-motivation and demonstrable initiative.
- The ability to work independently, or as part of a small team.
- An organised and methodical approach to work, with excellent attention to detail.
- Positive and professional approach towards people of all ages.
- Experience of collaborating with members of the public in a busy environment.
- Experienced in using I.T. including Microsoft Office products.
- Flexible and creative.
- An understanding or willingness to understand the practices of the Catholic Church and the ethos of the Cathedral.
- Understands their role in the context of safeguarding children, young people and vulnerable adults and able to form and maintain appropriate relationships and personal boundaries with children and young people.

Desirable

- Demonstrable event management experience.
- Eagerness to learn and improve.