



Bookings Administrator

Location:	Clerkenwell, London EC1
Hours:	This post is provisionally full time however job-shares or flexible working will be considered
Salary:	£27K to £28.5K depending on experience
Reporting to:	Venue & Facilities Manager (post vacant)
Annual Leave:	25 days plus bank holidays
Applications:	Covering letter with CV to operations@inspirelondon.org

Introduction to role

Inspire Saint James Clerkenwell is a Church of England church with two services (11am and 4pm) and a congregation of around 200 adults and 80 children. The congregation is vibrant and diverse and passionate about sharing the good news of Jesus. At Inspire Saint James we place a high priority on biblical preaching, engaging the heart and cultural connection as we seek to apply the gospel to all areas of our lives.

We are seeking a highly organised and people-centred Bookings Administrator to join our team. The Bookings Administrator will be responsible for managing all aspects of venue bookings, ensuring smooth coordination of events, and providing excellent customer service to our clients.

The crypt, church and accompanying spaces are available for hire and host a wide range of events including wedding receptions, press briefings and filming, exhibitions, networking and corporate events, concerts and university examinations. Our ability to rent out these spaces supports the church's broader mission and helps maintain this Grade II* listed building for future generations. You can find out more about our venue business on our website www.cryptonthegreen.co.uk

This is a client facing role, where you are required to provide a professional service to all who visit the church and the variety of clients looking to use the Church and Crypt on the Green as an event space. First impressions matter, and the administrator will often be the first point of

contact, it is therefore essential that the manner in which the administrator works is warm, welcoming and efficient.

The role is pleasantly varied, with primary tasks that include advertising the venue, managing prospective and regular client relationships, scheduling events and viewings, assembling quotes and pricing options, managing the administration and processes for each event from beginning to end.

The post holder will be part of the operations team, working closely with the Venue & Facilities Manager and the Caretaker. They will also be part of the wider staff team in which we pray for one another, support one another and we help each other to achieve our purpose and lead our ministries. We meet weekly for team meetings; and daily for word & prayer. We want to have fun together, in a mutually supportive environment, as we follow Christ.

1. Personal Qualities

The Bookings Administrator will:

- possess a good personal and conversational manner
- be a person of honesty and integrity, who is discreet and can work respectfully and confidentially
- be efficient, always looking for better ways of doing things
- be commercially aware, in tune with the needs of the client
- be comfortable with sales targets and increasing revenues
- be a team player - open to personal change, feedback and professional development
- be sympathetic to the beliefs and procedures of an Anglican Parish Church

2. Skills and Experience

The Bookings Administrator will:

- Possess excellent communication and interpersonal skills, with a strong customer service orientation
- Possess good administrative, typing and computer skills, including being fully conversant with G-Suite (Google), Microsoft Word & Excel
- Be able to manage a diary and the necessary databases, including basic spreadsheets and documents
- Be able to work alone, multi-tasking & setting priorities, managing your own day-to-day workload without close supervision
- Be able to deal with difficult situations appropriately and with sensitivity
- Be willing to learn and update computer programs which will facilitate the administration of the post as these become necessary or available

- Be able to maintain the venue hire website and to use social media for promotional purposes
- Be educated to a good standard, preferably at least to A-level standard
- Previous experience in event coordination, venue management, or administrative roles preferred

3. Key Responsibilities

The Bookings Administrator will be part of the busy operations team and will carry out a range of duties to assist the Venue & Facilities Manager with the running of the venue hire business.

The duties include:

Crypt Venue Hire

- Responding promptly to all venue hire enquiries to increase the prospect of converting them into paying clients
- Showing potential clients around the church and other venue spaces
- Communicate effectively with clients to gather event details, requirements, and special requests
- Providing front of house support for any visitors to the venue and church
- Maintaining good relationships with our neighbours, contractors and local businesses
- Calculate and distribute booking quotes, contracts, invoices, and other relevant documentation
- Basic accounting including issuing and recording invoices and monitoring payments
- Managing marketing platforms / venue hire agency platforms
- Collaborate with internal teams to ensure all event setups, equipment, and staffing requirements are met
- Manage enquiries via phone and email
- Ensure the security of the church and crypt at all times, including coordinating security staff scheduling for out-of-hours events
- Contributing to and running the Crypt on the Green social media channels
- Address any issues or concerns that may arise before, during, or after events, and resolve them in a timely and professional manner

4. General

- The post will be based in the office at Inspire St James Church, EC1R 0EA, but we are open to hybrid working arrangements.

- This post will be a permanent contract. There will be a six month probationary period, during which the notice period will be one week, after this time the notice period will be 1 month.
- The post is full time, 40 hours per week. Inspire St James operates core working hours of 9am - 6pm. However, for this role we are open to discussing the possibility of reduced hours, job-shares or flexible start and finish times. We invite applicants to discuss their flexible job requirements at the interview.
- On occasion the hours can vary in line with our clients requirements – some evening work may be required for which lieu time will be made available.
- Salary package from £27K to £28.5K depending on experience.
- Holidays – 25 days annual leave plus eight statutory bank and public holidays.
- Inspire Saint James offers several staff benefits including: dental insurance, a monthly Christian book allowance, regular social events including a weekly staff lunch, annual salary reviews and an enhanced pension package.
- Inspire St James operates a 'Bring Your Own Device' policy - providing funding for you to use your own computer
- All team members are expected to participate in the running of church service activities and as such there is a Genuine Occupational Requirement for the post holder to have a Christian faith

To apply:

Please supply to operations@inspirelondon.org

1. A cover letter highlighting your relevant skills and experience and expressing what excites you about the role.
2. A corresponding CV limited to two pages.

Deadline: 31st March 2024. Submissions will be reviewed promptly upon receipt and interviews will be conducted on a rolling basis.

Start date: As soon as possible