



Bookings Officer

Job Description

Title	Bookings Officer
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Employer	Lake District Calvert Trust
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Reporting To	Calvert Lakes Business Manager
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Salary	£19,500 to £24,500 per annum, dependent on experience
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Location	Calvert Lakes, Little Crosthwaite, Keswick, Cumbria. CA12 4QD
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Working Hours	35 hours per week, Monday to Friday 09:00 to 17:00. Occasional weekend and evening work will be required.
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Overview of Post

The Lake District Calvert Trust provides challenging outdoor activities for people with disabilities from our three specialist operating centres. Calvert Lakes is a 60 bed residential centre providing residential educational courses and short breaks for children and families. Calvert Reconnections is a unique residential neuro-rehabilitation service. Calvert Stables provides riding and trap driving activities to support our residential programmes as well as community activities.

The Bookings Officer reports to the Calvert Lakes Business Manager and is accountable to the Centre Manager. They will assist and support the Calvert Lakes Business Manager in booking sales and administration for Calvert Lakes.

The successful applicant will have a high level of flexibility, motivation, enthusiasm and dedication, with excellent interpersonal skills. This role is a key role within the Sales & Marketing Team, a small, multi-skilled team that is responsible for all aspects of sales, customer service, marketing/promotion and PR, and which also gives support to our Finance, Fundraising, Activity and Facilities Departments. There is a requirement for occasional attendance at out-of-office-hours meetings, conferences, and exhibitions.

Key Responsibilities

The key responsibilities of the Bookings Officer are:

1. Processing of new bookings
2. Providing support to guests before their stay
3. Generating new business opportunities and bookings
4. Working in conjunction with the whole Sales and Marketing team to ensure that literature and marketing materials are kept current
5. Ensuring that medical forms and other visitor data are complete and appropriately managed
6. Conducting Centre tours for prospective clients
7. Proactively engaging in Centre marketing efforts
8. Accurate database entry (Cinolla) and maintenance of records and reporting
9. Providing assistance to other members of team as required (e.g. reception cover)
10. General administrative tasks (e.g. filing, photocopying, answering the telephone)
11. To undertake any other reasonable duties as requested by the Calvert Lakes Business Manager or Centre Manager

Person Specification

Requirements	Essential	Desirable
Qualifications and Experience	<ul style="list-style-type: none"> • Experience delivering challenging sales targets • Experience of working to targets and deadlines • Excellent written English skills 	<ul style="list-style-type: none"> • Educated to degree level • Experience of working for a charity • Experience of working in a customer service role • UK driving licence
Key Skills and Competencies	<ul style="list-style-type: none"> • Excellent verbal communication and interpersonal skills • Excellent standard of IT including Microsoft Office and databases • Ability to balance and manage competing priorities. • Commitment to accuracy and attention to detail 	<ul style="list-style-type: none"> • Experience of digital marketing, website development and social media • An understanding of the issues faced by people with disabilities
Personal Attributes	<ul style="list-style-type: none"> • A creative and proactive approach to all areas of work with a 'can do' attitude • Strong team working focus with a flexible and adaptable approach to meet the demands across the whole organisation 	

Other	<ul style="list-style-type: none"> • Ability to work occasional evenings/weekends, attend out of hours meetings and travel. 	
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Conditions of Service

This role requires considerable flexibility, enthusiasm and dedication. The sales responsibility of this job may well involve some irregular hours as well as both weekend and evening work. Commitment and an appropriate work ethos are essential to ensure sales targets are achieved within defined timescales for the smooth operation of the organisation.

It is a requirement of employment with the Trust that you have had both doses of an approved Covid vaccine as our Calvert Reconnections service is a CQC regulated residential care home.

Contract: This position is permanent following a 6-month probationary period.

Hours: 35 hours per week. When working in the office the hours are generally Mon–Fri, 09:00 to 17:00, with 1-hour unpaid lunch break. Occasional evening and weekend work will be required.

Holidays: 28 days rising to 33 days including Bank holidays (8 days) in accordance with Calvert Trust policy. Up to 10 days leave must be taken over the Christmas shut-down period.

Pension: The Trust operates an occupational pension scheme with defined contributions, the National Employment Savings Trust (NEST) and for eligible and non-eligible jobholders enrolled in the scheme both the employer and the employee will contribute.