

Vacancy

Flax Bourton Hub Bookings Co-ordinator

4 hours a week @ £20 per hour

Remote working role

Flexible, term time only and job share working options are available

Closing date for applications, Midnight Sunday 28th May 2023

Flax Bourton Hub is a thriving community venue owned by Flax Bourton Parish Council and managed by local residents through a Community Interest Organisation formed in September 2021. Our fabulous bookings co-ordinator has been with us since day one and is now looking to move on to focus 100% on her Pilates business. Thank you so much to Rachel Woster of Pilates by Rachel for the amazing customer service that you have provided to everyone who has used the hall, including many local residents, since it reopened.

These are big shoes to fill but there's a fantastic opportunity for someone to make this important role in our Flax Bourton community their own.

Chunky tasks

- Responding to email enquiries bookings@flaxbourtonhub.org
- Invoicing hirers, checking payments and approving online booking requests
- Chasing outstanding payments
- Providing bookings and financial information for quarterly Trustee meetings
- Attending quarterly Trustee meetings, held on a Wednesday evening 20:00-21:30
- Sending access information to hirers
- Meeting with hirers who wish to view the facilities before making a booking
- Co-ordinating the emergency contact rota for one-off and weekend hirers
- Providing an emergency contact for regular weekday hirers
- Updating information about the facilities and terms and conditions
- Updating information for the website such as FAQ, changes to access details, updated terms & conditions, events
- Providing a monthly 250 word *What's Happening at the Hub* article for the Parish magazine.

Skills and experience that will come in handy

- Effective communication, organisation and computer skills
- A strong desire to connect with and make a difference in the local community
- A positive and easy going approach on days when you're not at your best
- The ability to ask for help when you're having a tough time

Support available

- Supportive handover, induction, and onboarding
- Ongoing mentoring, regular meetings with a nominated Trustee, one to one support available if and when that could be helpful
- Emergency and holiday cover

The application process:

To apply for the role, please send a 1 page CV and a short email explaining why you are applying for this role to bookings@flaxbourtonhub.org. If you would like to chat to one of our volunteer Trustees to find out more about the role before applying please also email bookings@flaxbourtonhub.org to request a telephone or MS teams meeting. The closing date for applications is Midnight 28th May 2023.

Shortlisted applicants will be contacted by email first to confirm a time for a first-round interview on MS Teams. Shortlisted candidates will then be invited for a face: face interview with some of our volunteer Trustees and one of our regular hirers.