

## Groups, Learning & Venue Bookings Administrator

Nottingham Castle Trust are keen to see applications from people of all backgrounds and communities and are committed to representing the diverse nature of the city. The Trust look forward to receiving applications from all suitable candidates and will conduct inclusive recruitment processes based on attitude, experience and qualifications. Nottingham Castle Trust are also committed to ensuring that no-one invited to interview should be excluded due to financial circumstances and will reimburse anyone attending interview (related costs must be supported by receipts) if required.

Interviews to be held 17/18 May 2021

Start date – Mid June

CV and covering letter to [recruitment@nottinghamcastletrust.org](mailto:recruitment@nottinghamcastletrust.org) by 10 May 2021

£20,000 per annum, pro rata

part time - 19 hours per week (out of 37½ full time)

Wednesday half day – 4 hours

Thursday and Friday 09:00 – 17:00 with 30 minutes for unpaid lunch break

Reports to: Marketing & Communications Manager

Direct Line Management: None

### Purpose of Role

Oversee the administrative systems and procedures that support the Learning and Commercial Services Departments' strategies. Assist in the promotion, sales and organisation of the Trusts' Learning courses, group bookings, events and services whilst delivering the highest standards of customer service.

### Key Responsibilities

- Receive enquiries regarding group bookings, learning workshops, events and venue hire, giving information by telephone, email or post as appropriate.
- Administer and co-ordinate the booking and organisation of group bookings, Learning workshops, events and venue hire.
- Upsell and cross-sell the Castle's offer wherever possible and appropriate.
- Liaise with the Castle's catering company for hospitality enquiries.
- Process bookings including logging reservations and sales, booking resources, issuing quotations or confirmations to organisers, issuing tickets and preparing itineraries and timetables as appropriate.
- Provide a high-quality customer service to develop and maintain relationships with existing and potential users, providers and suppliers.

- Process payments for bookings and events, to prepare reconciliation reports as required by the Finance department and managers.
- Collaborate with other key departments including Learning, Marketing, Fundraising, Commercial Services to maintain and update the Trust's CRM.
- Produce financial reports, evaluation reports and activity summaries as required.
- Actively contribute to the development of the Trust's offer with the appropriate manager.
- Work collaboratively with volunteers, work experience, placement participants and other members of staff; working together as a team to achieve Nottingham Castle's vision.

## Accountabilities

- Help to meet group visitor numbers and admissions income targets.
- Help to meet Learning visitor numbers and income targets.
- Support tours, events and venue hire income targets.
- Support the smooth running of the Castle's visitor experience.

## Knowledge required

- IT literate including Word, Excel.
- An ability to understand the bigger picture of how systems support the organisation and knowledge of how to streamline and improve administrative processes.
- A general interest in culture, history and/or education.

## Experience

- Working in a fast-paced office environment dealing with multiple enquiries and tasks.
- Working with CRM and ticketing systems.
- Working in sales and/or administration and organisation.
- Maintenance of EPOS systems would be desirable.

## Skills

- Highly organised administrative and secretarial skills with excellent attention to detail.
- Good interpersonal skills and the ability to work as part of a team, as well as independently.
- Excellent oral and written communication skills.
- Good financial literacy.
- Good IT skills including proficiency in Microsoft Office Word and Excel.
- Enthusiasm for the Trust's aims and its independence, and an interest in all areas of the Trust's work.
- A broad understanding of heritage and conservation issues, public engagement and customer-facing activities.
- Ability to represent an organisation clearly and compellingly to different audiences.
- Integrity.
- Ability to work effectively with colleagues and support a working environment which attracts and retains talent.



## Other

- Ability to work flexibly, including working on Bank Holidays and Weekends when required.
- This post requires a DBS check which the Trust will pay for.

