

The Landmark Trust

JOB DESCRIPTION

Job Title:	Bookings Assistant
Reporting To:	Bookings Manager
Liaison with:	General public Other Shottesbrooke departments Property staff Volunteers

Summary of the role:

Bookings Assistants have an important role in helping Landmark's potential visitors to book a property to suit their needs in an efficient, friendly and helpful manner. The role includes providing telephone and email advice to potential visitors, some of whom are well-known to Landmark, taking bookings and all the administrative paperwork including typing and filing to support the bookings.

Duties and Responsibilities:

1. Provide telephone and email advice to potential customers regarding Landmark properties and other aspects of stays at Landmarks, taking responsibility for resolving queries.
2. Take telephone bookings from customers, entering the booking details onto the database and taking payment.
3. Respond to requests for merchandise, taking details, entering these onto the booking system, taking payment
4. Undertake general administrative duties
5. Any other duties reasonably required by the Bookings Manager

QUALIFICATIONS AND EXPERIENCE

Education:

- GCSE passes in English and Mathematics

Knowledge and Experience

- A minimum of 1 year's experience in a role involving customer service
- Proficient in Word – able to prepare letters using a template, formatting them correctly
- Proficient in Excel – able to set up simple spreadsheets and enter data; use of simple formulae eg Sum
- Experience of using databases – entering and retrieving information

Competencies

- Professional and confident telephone manner
- Excellent written and spoken English
- Excellent interpersonal skills, able to relate to people from all walks of life
- Confident with technology
- Strong customer service attitude
- Able to think laterally to resolve queries and issues
- Well organised
- Flexible
- Positive attitude at all times
- Maintains high standards of work
- Able to remain calm under pressure

Additional Information

We receive queries by email as well as telephone, and due to the individual nature of each Landmark property, we need a bookings team that will take responsibility and great care to ensure that each customer is happy with their choice of property. These roles are not typical "call-centre" jobs.

TERMS OF EMPLOYMENT

CONTRACT DURATION

This is a one year fixed term position.

LOCATION

This position is based at our main offices in Shottesbrooke, near Maidenhead.

SALARY

Full time equivalent £18,054 per annum pro rata to number of hours worked (actual salary for 16 hours per week £8,253 per annum), depending on skills and experience, paid monthly in arrears.

WORKING HOURS

16 hours per week with varying shift times between the hours of 9.00 am and 5.30 pm, spread over 4 days per week. Generally Monday and Tuesday 9.00 am to 2.00 pm, Thursday 11.00 am to 2.00 pm, Friday 2.30 pm to 5.30 pm).

HOLIDAYS

The holiday entitlement is 25 days per annum pro-rata plus pro-rated statutory holidays.

SICK PAY

During the first three months of employment or the probationary period (whichever is the longer) you will only be paid your Statutory Sick Pay entitlement. After this period you will receive full basic pay during any sickness absence up to 20 days pro rata in any 12 month period. The Statutory Sick Pay will be included in this sick pay. Where absence exceeds seven consecutive calendar days and in certain other circumstances, a doctor's certificate will be required.

PENSION SCHEME

Provided you meet the criteria, you will be auto-enrolled into Landmark's pension scheme.

MEDICAL HEALTH

Pro-rated private health insurance, currently with BUPA, can be provided when you have been with Landmark for one year.

NOTICE

The appointment is subject to a satisfactory completion of an initial three month probationary period, though this may be extended if more time is needed to assess suitability for employment. During this period the post will be subject to a week's notice on either side. A minimum of one month's notice in writing on either side applies after the end of the probationary period.

HEALTH & SAFETY

All staff are expected to observe all health and safety at work regulations as set out by Landmark in accordance with statutory requirements.

CONTRACT

The successful applicant will be required to sign Landmark's Contract of Employment.

The purpose of this information is solely to help prospective employees to understand the details of Landmark's Conditions of Employment. It is not an offer of employment and does not form part of the Contract of Employment or the Job Description.

