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**Job Description**

**Bookings Assistant – Part Time (12.5hours)**

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| **Post Title** | **Bookings Assistant** |
| **Reporting to** | Bookings Manager |
| **Staff reporting to this post** | N/A |
| **Liaises with** | General Public, other Shottesbrooke Departments and Property employees |
| **Hours** | 12.5 hours a week over 3 days with shifts ranging between 9am to 5pm |
| **Department and Location** | Bookings Office – Shottesbrooke, White Waltham |

**Background**

The Landmark Trust is one of Britain's leading building conservation charities. With the help of our supporters we save historic buildings in danger of being lost forever. We sensitively restore such 'Landmarks' and offer them a new future by making them available to everyone for self-catering holidays. The lettings income from the 200 extraordinary buildings in our care supports their maintenance and survival.

**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, taking bookings and processing payments, contacting customers when there are problems in properties and rearranging stays.

**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. Contacting customers when there are problems in properties and rearranging stays
4. Respond to requests for merchandise, taking details, entering these onto the booking system, taking payment and fulfilling the order
5. Undertake general administrative duties
6. 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 part time, permanent contract.

**Location**

This position will be based at Shottesbrooke, White Waltham, Berkshire.

**Salary**

The salary for this part time role is £6,708 per annum, paid monthly in arrears.

**Working Hours**

Part time hours, 12.5 hours per week, days to be agreed.

**Holidays**

The holiday entitlement is 25 days per annum (pro rata) plus pro-rated statutory holidays, increasing to 30 days after 10 years’ service.

**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**

You will be automatically enrolled in Landmark’s pension scheme.

**Medical Health**

Private health insurance, currently with BUPA, will be provided when you have been with Landmark for a year. Landmark’s contribution will be pro-rated for part-time employees.

**Notice**

The appointment is subject to satisfactory completion of an initial 6 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 one 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.