
# **DIDCOT TOWN COUNCIL**

## JOB DESCRIPTION

### **JOB TITLE:** Booking Officer

**ACCOUNTABLE TO:** Property & Facilities Manager

**OBJECTIVE:** To support the Running of Didcot Town Council Properties

**JOB SUMMARY:** To carry out the day-to-day duties relating to the Bookings within Didcot Town Council Property Portfolio

### **MAIN DUTIES AND RESPONSIBILITIES:**

1. To support the Property & Facilities Manager in the everyday running of the Didcot Town Council Properties.
2. To respond to customer enquiries, in-person, via phone or Email.
3. Deal with booking enquires for the Council’s properties on the Councils two systems (Rialtas and Bookteq (training provided))
4. Issue invoices to bookers and chase payments where required.
5. To support the admin of the Allotments, including waiting lists, letters to holders, issues of Tenancy Agreements and invoices for payments.
6. Ensure rooms are ready for bookers upon arrival.
7. To serve drinks at the bar and general bar duties.
8. To set up rooms with the booked services (including tea and coffee)
9. To Provide first aid cover, if required. (Training provided if needed)
10. To assist with general administration tasks as directed by the Property & Facilities Manager including filing; photocopying; typing letters, reports, and other forms of record-keeping.
11. To attend training courses as required.
12. Any other duties commensurate with the post that may be required by the Property & Facilities Manager.
13. Shifts will primarily be daytime, but evenings, weekends and bank holidays maybe required to support the need of the business.
14. You will be primarily based at the Civic Hall but may be required to work on other sites run by or on behalf of the town council.

**PAY AND BENEFITS:**

This job is on the Scale Point 4 (£9.84ph) for 20 hrs a week (£18,933 pro rata) and includes holiday accrual based on the number of hours worked. (Pending National Review)

Term-time only is an option for this role

If you meet the qualifying criteria, you will be entitled to enrol in the LGP pension scheme.

**WORKING RELATIONSHIP:** The role requiresexcellentworking relationships to be maintained with other members of staff, elected Members, other Councils, local organisations, groups, and community members.

January 2022



**Person Specification**
**Bookings Officer**

**Essential**

* Literate and numerate
* Customer Service Experience.
* Basic Computer Literacy.
* Attention to detail.

**Desirable**

* A working knowledge of Local Government, including current major issues
* Commitment to making a positive impact to the town
* Experience of working with local communities and partnerships e.g. voluntary, business, other levels of local government
* Previous experience in dealing with booking enquiries.

**Skills**

* Computer literacy including skills in Microsoft Word and Excel, as well as booking software experience.
* Effective communication, both verbally and in writing.
* Planning, prioritising, scheduling workloads and delivering to pre-determined timescales.
* A methodical, accurate approach.
* Flexible approach to work.
* Ability to work under own initiative without supervision, as part of a team and as an individual.
* Enthusiastic, flexible and willing to participate and be involved in all matters relating to the Council’s work
* Ability to adapt to change
* Self-confident
* Self-motivated
* A smart appearance and a positive, calm, patient, pleasant, tactful and discreet nature
* Ability to understand and implement procedures and orders.
* Innovative and creative.