

Bookings Co-ordinator

Advert



Job Title:	Bookings Co-ordinator
Salary:	£24,434 - £26,688 FTE
Contract:	Permanent, 0.8FTE
Hours:	29 hours/week (0.8FTE) over 4 days (8.45am – 5pm), to include Fridays
Location:	Office-based: Bendrigg Lodge, Old Hutton, Kendal LA8 0NR
Closing date:	9am Tuesday 15 th April 2025
Interview date:	Thursday 24 th April 2025

About Bendrigg Trust

Bendrigg makes adventure accessible, working together to overcome barriers and transform lives.

Bendrigg's vision is to harness the power of adventure to create lasting change and transform communities for all. Based in an idyllic rural location just outside of Kendal, we provide inclusive opportunities for people of any age or ability, including residential adventure activity breaks, volunteering opportunities and local community clubs. With 4,000 visitors a year at our site and reaching thousands more through our 'Beyond Bendrigg' specialist training and consultancy service, we create change, one adventure at a time.

The role: Bookings Co-ordinator

We are seeking a Bookings Co-ordinator with a passion for our mission, who will act as the first point of contact for our visitors. This is an established role where you will work within our Income and Engagement Team to create, develop and maintain positive customer relationships.

Working alongside our Bookings and Customer Engagement Lead, the successful candidate will administer the enquiry and bookings procedures for all courses at Bendrigg and liaise with other departments to ensure the best stay possible for our visitors. A typical week could involve meeting with prospective new visitors to give them a site tour, confirming bookings information for the coming weeks, responding to customer enquiries, and reviewing customer feedback for ways that we can improve our service.

This is an exciting opportunity for an approachable and friendly person to join a forward-thinking and inclusive team. This opportunity is office based, for four days a week (to include Fridays).

Working at Bendrigg

We understand that everyone is different and try to be as flexible as possible. We are proud to offer a caring and supportive working environment with a number of benefits including:

- **Holidays:** Staff receive 30 days paid holiday plus bank holidays (FTE, part-time pro-rata). (Up to 7 days + 3 Bank holidays required to be taken during the Christmas/New Year shut down period - FTE).
- **Meals:** meals and refreshments are provided when on-shift for anyone working on-site from our amazing catering team.

- Training: personal and professional development is actively encouraged and rewarded. Staff are provided with opportunities for external training as well as a number of internal training sessions throughout the year.
- Pension: All employees can take advantage of our pension arrangements whereby contributions of 5% from the employee are matched by 5% from Bendrigg.
- Company health cash plan
- Sick pay: company sick pay (inclusive of SSP) starting at one week full pay in the first six months rising to six months full pay after five years of employment
- Maternity & Paternity Pay: Statutory Maternity & Paternity Pay
- Parental leave: We understand that you may need time to settle children into a new school, or you may want to spend more time with a child. Bendrigg offers 18 weeks unpaid leave for each child up to their 18th birthday (maximum of 4 weeks per year).
- Emergency Dependant & Compassionate leave: Up to 5 paid days per year

We welcome and encourage applications from candidates of all backgrounds, irrespective of gender, disability, colour, race, nationality, ethnic or national origin, marital status, sexual orientation, religion or criminal records.

How to apply

If you feel you could belong at Bendrigg then please download the full job description from our website <https://www.bendrigg.org.uk/vacancies/> and **send your CV and a covering letter** detailing how you fit the person specification to vacancies@bendrigg.org.uk

For more information

We also welcome informal enquiries so please do contact our office if you have any questions. All enquiries relating to this post should be made to:

Sarah Garman
Head of Income and Engagement
sarah@bendrigg.org.uk
01539 723766



Bookings Co-ordinator

Job Description

Salary:	£24,434 - £26,688
Contract:	Permanent, 0.8FTE
Hours:	29 hours per week (0.8FTE) worked over 4 days
Location:	Office-based (Kendal)
Reporting to:	Head of Income and Engagement

The focus of this role will be to act as the first point of contact for our visitors. This role supports the Head of Income and Engagement and Bookings and Customer Engagement Lead with customer care and income generation through bookings from new and existing client groups.

Key Responsibilities:

- Act as the first point of contact between Bendrigg and its visitors
- Establish, develop and maintain positive customer relationships
- Educate prospective customers about Bendrigg products and services
- Administer the enquiry and bookings procedures for all courses at Bendrigg including group bookings, open courses, day activities, consultancy and facility hire.
- Work with the Income and Engagement Team to meet annual bookings targets
- Provide customers with support, information and advice as required
- Identify customer requirements and, where possible, ensure these are met, whether they relate to accommodation, specialist equipment, dietary needs or other specific conditions
- Process bookings so that required information is recorded fully and accurately on the customer database (Cinolla), course information is distributed to customers, and medical/consent forms are received, and their information made available to activities and facilities teams as required.
- Issue invoices to customers and follow up with debtors when required
- Identify new leads and work with the Bookings and Customer Engagement Lead to convert these to customers
- Supporting the Bookings and Customer Engagement Lead to identify gaps in future booking profiles and ways to fill these gaps, which might be encouraging existing customers to re-book, developing new leads or developing programmes aimed at new groups of customers.
- Undertake general administrative duties associated with the running of the centre as necessary

This is not an exhaustive list, and you will be able to undertake such duties as may reasonably be expected, within the scope and rank of this post.

Person Specification:

It is expected that the post holder will have the following: (E) = Essential (D) = Desirable

Experience

- Previous experience working in a customer service / sales / customer-facing role (E)
- Previous experience of working with disabled people (D)
- Experience working in an outdoor education centre (D)

Knowledge

- Knowledge of data protection and GDPR requirements (D)
- Good understanding of the benefits of outdoor education (D)
- Good understanding of disability / accessibility and inclusion (D)

Skills

- Can demonstrate excellent customer service (E)
- Strong interpersonal and relationship management skills, with the ability to communicate effectively with a diverse range of individuals (E)
- Excellent written and verbal communication skills. Confident speaker, especially on the telephone (E)
- Ability to work within a team (E)
- Highly organised with the ability to successfully manage a full workload with limited supervision whilst working to multiple deadlines (E)
- Proven all-round IT skills including Microsoft Word, Excel and Outlook (E)

Personal Attributes

- Approachable, friendly, open, and honest (E)
- Have a passion and empathy with the mission and values of Bendrigg (E)
- Good attention to detail, with high levels of accuracy and excellent record keeping (E)
- Commitment to quality and continual improvement (E)

Other

- A full, ideally clean, driving license (Bendrigg is situated in a rural location with no public transport links. Whilst a driving license is not essential, the post holder will be responsible for getting to site on required office days). (D)