

## **VENUE HIRE ADMINISTRATOR JOB DESCRIPTION**

The Venue Hire Administrator (VHA) will be a full-time, permanent role with Longview Services working for Alternative Venues London (AVL), a part of the Reserve Forces and Cadets Association for Greater London (RFCA GL).

The AVL team is a high performing unit within the RFCA, generating essential funds to support Reservists and Cadets and it needs an energetic and capable VHA to fit well with the existing team and to help AVL continue to grow.

### **Tasks**

The VHA will be responsible for a range of tasks, to include:

- Receiving and handling booking enquiries by phone and email in a timely and efficient manner;
- Negotiating the best price and space fit for clients in AVL's portfolio of venues;
- Processing contract information efficiently and accurately, storing it in files and databases and distributing where necessary;
- Receiving payment for bookings and following up if required;
- Communicating effectively with site managers;
- Supporting the development of finance reports, forecasts and management information;
- Extracting and analysing market information;
- Capturing customer feedback;
- Supporting marketing activities including mailing, advertising and attending events.

Since many of the tasks will be client-facing the VHA must demonstrate a high standard of customer service and deal with clients, site managers and other interested parties in a professional and friendly manner so as to enhance the reputation of AVL and the RFCA.

The VHA will be expected to be an active and self-motivated member of the AVL team and to demonstrate sufficient reliability to stand in for more senior members when on leave. The successful candidate should be capable of taking on further responsibilities and be looking to develop a career in the venue hire sector.

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### **Skills and Competencies Required**

- Good written and spoken English so as to communicate clearly with clients and the market and to create persuasive and attractive marketing copy;
- Strong numeracy skills and the ability to analyse accurately significant quantities of data using spreadsheet tools;
- Confident face-to-face and on the telephone with all levels of seniority.

### **Qualifications and Experience Required**

Degree and at least two years' business experience or at least five years' business experience, ideally in a comparable customer-facing role.

### **Location**

The VHA will be based full-time at Fulham House, London SW6 with occasional visits to RFCA GL sites and potential clients across London.

### **Salary**

From £24k up to £27k per annum depending on experience and suitability.

### **Contract**

Full-time permanent with a three-month initial probation period.

### **Hours**

From 08:30 to 17:00, Monday to Thursday and 08:30 to 16:00 on Friday.

### **Holidays**

25 days per year (up to three of which may be required to be taken over the Christmas period) plus bank holidays.