Job Description and Personal Specification

Role: Group Booking Co-ordinator

Responsible to: Director of Housing

Our values:
The post holder will be expected to operate in line with our workplace values, which are:

Inclusion
We recognise that every person is different but equally valuable. We actively include people at every level of our organisation, ensuring that our service users, young people, staff, trustees, volunteers and customers are representative of the communities that we serve. We work hard to enable each person to realise their potential.

Compassion
Our work is focussed on connecting with people, and responding to them in a caring and compassionate way.

Community
We believe that we are designed to live alongside other people. Our work actively creates opportunities for the people who are part of the YMCA (our young people, service users, staff, volunteers, customers etc) to be part of a community.

Humility
We are here to serve the needs of the communities in which we work. We don't know everything. We listen to, and work alongside others to ensure that together we are making an impact where it is most needed. If we make mistakes – we learn from them and are honest and open about it.

Creativity and Innovation
We aren't afraid to try a new approach or take a measured risk to increase the impact we make and respond to the challenges in our communities.

Sustainability
We think about the future, working in ways that bring about long-term benefit to our communities and our planet.

Job Purpose:

To book, respond and manage group bookings for the hostel in a friendly, professional manner.

To assist with reception cover when required.

The Candidate:

The successful candidate will be required to:

- Demonstrate previous experience within an admin role or hostel / hotel booking environment.
- Understand the requirements and need for safeguarding for school groups.
- Have the ability to use Excel and Word
- Possess knowledge of hostel/hotel booking system
- To be able to work as part of a team, and use your own initiative.
- Be fully reliable and willing to go the extra mile.

Duties and Responsibilities:

- Book, respond and manage group bookings for the hostel via telephone and emails.
- Promote the hostel in a positive light.
- Maximise the use of the accommodation to increase sales.
- Proactively review and respond to customer feedback.
- Upsell our food packages to groups.
- Ensure group bookings which include children under the age of 18 are appropriately placed in the hostel with leaders.
- Liaise with the front desk staff on incoming groups.
- Liaise with kitchen staff on catering requirements for groups.
- Provide a knowledgeable and friendly approach to customers.
- Send invoices for deposit and final payments within the appropriate

timescale.
- Check booking system daily.
- Continually seek areas for improvement to the service within the hostel.
- Ensuring excellent customer service at all times.
- Maintain accurate information of bookings, amendments and costings.
- General administration duties.
- Ensure booking system (Booking.com, Expedia, Hostelworld) is up to date
- Create good relationships with travel agents, languages schools, sporting groups
- Cover reception for holidays and sickness

This list is not exhaustive and may have additional duties that are not included.

Terms and Conditions

Salary & Term	YMCA Salary £12 per hour, permanent position
Hours	Full time, 37.5 hours per week Monday to Friday, possible weekend working to meet groups
Annual Leave	5 weeks annual leave plus Bank Holidays if they fall on a work day
Probationary Period	6 months
Company Pension	The post holder will be automatically enrolled into the YMCABG Group Stake Holder Pension Plan in line with the Governments Auto-Enrolment Pension Scheme arrangements.
Expenses	You are entitled to reimbursement of all reasonable travel and incidental expenses.
Job Location	The post holder will work predominantly at YMCA Bath as needed. The post holder may be required to work from other sites as a designated place of work on occasions when required. The post could be located to another

	town within the Group in the future or within 1 hrs travelling distance of your work base.
Notice Period	1 month’s written notice required.