



## SALES & BOOKINGS ADMINISTRATOR

### Job description

<b>Department:</b>	Events
<b>Responsible to:</b>	Event Sales Manager
<b>Contract type:</b>	40 hours a week
<b>Salary:</b>	£27,892

Level 4 SMT
Level 3 Managers
Level 2 Managers
Level 1 Team members

### ABOUT WOOLWICH WORKS

London's Best New Spot for Culture 2021 – Time Out

Woolwich Works is London's newest landmark cultural hub, housed in five historic buildings on the Royal Arsenal. Following a multi-million pound refurbishment by the Royal Borough of Greenwich, our spaces opened in September 2021 and include a stunning 1500m<sup>2</sup> former factory performance and events venue, rehearsal and performance studios, event spaces, outdoor courtyard, and a café and bars. We're home to a number of world class resident artistic companies, including Chineke! Orchestra, Carlos Acosta Dance Foundation, the National Youth Jazz Orchestra, Luca Silvestrini's Protein and internationally renowned theatre company, Punchdrunk.

This job is being advertised by Woolwich Creative District Trust (the 'Trust'), an independent not-for-profit organisation founded to run Woolwich Works. We're working to build an exceptional, professional, inclusive creative community that delivers our mission to offer hope and opportunity by enabling people to realise their creative potential.

### ABOUT THIS JOB

The Sales & Bookings Administrator is an office-based role, providing administrative support to the Events and Programming teams, and acting as the first point of contact for incoming office enquiries on both email and phone. They will be the front facing contact between Woolwich Works and our commercial hires partners, Resident Artistic Companies, communities, and other potential bookers. They will manage the spaces in our bookings calendar (Artifax Event), and ensure effective delivery of event paperwork, sending out contracts (via Docusign), and disseminating event information to other teams, to support our venue sales and capacity targets.

Reporting to the Event Sales Manager, the Sales & Bookings Administrator will assist in the administration of a range of events including but not limited to conferences, exhibitions, weddings, resident artist meetings, rehearsals, community hires, and film and TV production.

### **Is this job for you?**

We're looking for somebody with demonstrable skills in office administration, who is highly organised, with good attention to detail. This role would suit someone looking to build their knowledge in all aspects of event administration and delivery, with a passion for sales in an arts environment and contributing to the Trust's charitable objectives. The successful candidate will have the confidence and ability to liaise with a range of clients and have excellent written and verbal communication skills.

Working in a busy events department within a multi-purpose arts venue, the Sales & Bookings Administrator role is predominantly office-based. It will also include the occasional requirement to be onsite to deliver client venue show arounds, or support the wider team on larger events that may be out of usual office hours, and at weekends.

If you're unable to complete a written application for any reason please either email us or call (020) 8035 8835 so that we can discuss alternative arrangements for assessing your suitability for the job. However, you must do so at least one week before the closing date above.

We aim to give feedback to anybody who requests it but due to the high number of applications we receive it may take us some time to do so. We will always let you know if you have been unsuccessful and we aim to stick to the time frame outlined in the job advert.

We're proud of the diversity of our community and aim to build a team that represents it. We therefore particularly welcome applications from people from black, Asian and ethnically-diverse backgrounds, and those identifying as D/deaf or disabled.

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## **RESPONSIBILITIES**

We try to make our job descriptions as straightforward and accessible as possible. They're not intended to set out every duty in detail, but to explain the key responsibilities so that you understand the nature of the job. How you go about doing it will be discussed and agreed between you and your manager on an ongoing basis.

All our team members are additionally expected to work to our Competency Framework. This is a Level 1 (Team) position.

### **Key responsibilities specific to this job**

1. To administrate the Events email inbox, responding to booking and hire enquiries, being the first point of contact for those wishing to book the venue.
2. To support the Event Sales Manager with preparing and administering quotes and supporting information packs to clients in a timely manner, to help boost booking conversions.



3. To support the Programming Team with initial responses to booking enquiries, and putting room bookings into the calendar, before handing over contracting to the Programme or Community Programme Manager.
4. To be responsible for booking in internal room requests and holds in Artifax Event, and to support the Heads of Departments with diary management of event activity.
5. To be the main contact, for answering clients' queries, redirecting calls and sending follow up information, maintaining excellent customer service both internally and externally, and to conduct site visits and meetings when required.
6. To process bookings, issue contract paperwork and ensure accurate data and record keeping, liaising with the Event Sales Manager and Programme Manager to ensure timely reconciliation.
7. Act as super-user for our diary and event management software, supporting staff training and system development, and assist in gathering data for reports, sales campaigns and meetings as requested.
8. To attend internal meetings and take minutes when appropriate or requested by the Head of Events or Director, ensuring the notes are disseminated efficiently to the team in a timely manner.
9. To support the Event Sales Manager with tasks outlined in the Marketing Sales Strategy, including regularly reviewing the directory listings to ensure the hires and bookings information is correct and up to date, and maintain the mail out lists, updating entity groups and removing dead links.

#### **General responsibilities**

1. To champion and promote the values and behaviours set out in the Woolwich Works Competency Framework, promoting diversity and inclusion and acting as an ambassador for the Trust and the borough.
2. To act as a first aider, fire marshal or Duty Manager if required by the Operations Director or Director.
3. To work safely and encourage and require others to work safely, in accordance with the Woolwich Works Health and Safety Policy and any other relevant policy or procedure.
4. To safeguard the organisation's data, working in line with the Trust's data protection policies and in accordance with the Data Protection Act 2018.
5. To be responsible for undertaking training and development as required to meet the needs of the organisation.
6. To always act in the best interests of the Trust, and in line with all company policies.
7. To undertake any other duty in line with the level of the job as may be required.



## PERSON SPECIFICATION

We'll decide whether to invite you for an interview by reviewing your application against the responsibilities above and the skills below.

### Essential skills and experience

- A. Experience of working as an administrator
- B. Completer / Finisher with exceptional organisational skills and time management skills
- C. A well-presented, positive communicator
- D. A good team player but also able to work independently
- E. Computer skills and confidence
- F. Strong communication skills and ability to communicate at all levels
- G. Attention to detail and accuracy
- H. Ability to manage simultaneous projects

### Desirable skills and experience

- A. Experience of working with Artifax Event, and DocuSign,
- B. Experience or understanding of working in a venue
- C. An understanding of Health and Safety
- D. First aid trained

If we invite you for an interview, we'll explore your suitability for the job based on the contents of your application, this job description and our Competency Framework.

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## CONDITIONS

Hours: Typically 40 hours per week, either 9am – 5pm or 10am – 6pm, Monday to Friday, but you'll be expected to work hours as required in order to ensure the success of the organisation. Sometimes evening, weekend and bank holiday working will be required for which no additional payment will be offered. You'll be expected to work operationally for major events.

Holiday: 25 days per year, plus Bank Holidays (or days off in lieu of Bank Holidays), based on full time working. The Trust's holiday year runs from April to March.



Location:	Woolwich Creative District Trust is based in Woolwich, south east London. We may require you to work elsewhere or travel within the UK as part of your job.
Probationary Period:	This role is offered on a permanent basis and is subject to a 6-month probationary period.
Notice period:	Prior to receiving written confirmation of the satisfactory completion of the probationary period, either you or the Trust can terminate employment by giving 1 months' notice in writing.  Following satisfactory completion of the probationary period, the notice period will be 2 months.
References and right to work:	Any offer of employment will be subject to the receipt of two satisfactory, written references, one of which must be from your most recent employer or professional contact. You must have the legal right to work in the UK.

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*From the Royal Borough of Greenwich, for everyone.*

Founder:

