LISBURN & CASTLEREAGH CITY COUNCIL

JOB DESCRIPTION

Job Reference: JF3976

JOB TITLE:	Booking Officer
DEPARTMENT:	Corporate Communications & Administration
UNIT:	Finance & Corporate Services
RESPONSIBLE TO:	Duty Officer
SCALE:	Scale 5, NJC Spinal Column Points 14-19
DURATION:	Permanent
LOCATION:	Lagan Valley Island
HOURS OF WORK:	Wednesday, Thursday, Friday (22 hours per week)

KEY PURPOSE OF THE JOB:

Proactively selling and promote the Conference, Theatre, Wedding and Banquet facilities for Lagan Valley Island.

The post holder will assume other delegated duties relevant to the post reasonably assigned by the Duty Officer including participation in the interchange of duties to cover annual leave and other absences.

KEY DUTIES AND RESPONSIBILITIES

The following duties are typical for this role. The post-holder may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Assist in achieving income generated targets as laid down in annual financial estimates by proactively selling all the Lagan Valley Island facilities, including conducting customer research, handling enquiries from prospective clients, hosting site visits, conducting sales calls and generating quotations.

2. Ensuring that all functions at Lagan Valley Island are properly and effectively organised, equipped and hosted, in line with the organisers' requirements.

3. To ensure that the computerised Venue Booking System is updated and that the relevant function data is entered in an accurate and timely manner. Record accurate sales activity on CRM system. Assist with the set up and update of software systems.

4. Receipting, recording and reconciliation of monies in accordance with the council's policy's and financial procedures. To record this information in order to assist the LVI Services Manager with the preparation of annual estimates and monthly budget monitoring.

5. Provide an efficient customer service in accordance with the Council's Customer Care standards, dealing with written/telephone enquiries and site visits including problems or complaints and record as appropriate.

6. Attend weekly programme meetings with Arts Centre representative, technicians, catering contractors etc. to ensure co-ordination and management of the bookings within the facility.

7. To aid the promotion of Lagan Valley Island by assisting with the organisation of the bridal fairs, conference/theatre promotions, exhibitions and other events.

8. Assist with the training of new employees in the selling of the facility including the Venue Booking System and other systems and procedures as required.

9. Comply with all Health, Safety and published Council guidelines and directives and undertake all duties in such a way as to enhance and protect the reputation and public profile of the Council.

Note:

The post holder should be aware that the responsibilities and functional areas of the post may be subject to change as a result of organisational change. The Council therefore reserves the right to change the duties of the post by adding to or amending the range of functional responsibilities. The post holder will be required to be flexible and adaptable to meet the changing needs and requirements of the organisation.

PERSON SPECIFICATION-

	Essential Criteria	**Method of Assessment**
Experience/ Qualifications	It is essential that applicants have a minimum of: 1.1 – 5 GCSE passes at grade A-C, NVQ level 2 in Event Management or equivalent 1.2 – A minimum of three years' experience in Conference and Event Sales. Where applicants do not hold the qualifications as outlined in 1.1 above they must demonstrate a minimum of **five years'** experience as outlined in point 1.2 above.	Application Form / Interview/pre-employment checks Application Form / Interview/pre-employment checks
Technical Competencies / Skills	1.3 - Competent in the use of Microsoft Office Suite compatible applications.	Interview
	Desirable Criteria	**Method of Assessment**
Experience	It is desirable that applicants have: 1.4 - Two years' experience in the operation of Computerised Venue Booking System.	Application Form / Interview
Special Conditions	Available to work occasional weekends for promotion of Lagan Valley Island facilities.	Self-Assessment

"We are an equal opportunities employer, and we welcome applications from all suitably qualified persons."

BEHAVOURAL COMPETENCIES – REFER TO ATTACHED GUIDE 'COMPETENCY FRAMEWORK FOR LOCAL GOVERNMENT'

The following behavioural competencies have been designated as essential behaviours that should be demonstrated in order to successfully perform this role. These behaviours will be assessed during the selection process. Applicants should refer to the attached competency guide.

Factor	Criteria	Essential	Desirable	Assessment Method
Behavioural Competencies	**2.1 – Managing Our Own Work** Plans, structures and prioritises own work to achieve optimum results.	Yes		Assessment / Interview
	2.3 – Communicates with Impact Presents a positive image by communicating effectively, being resilient and treating people fairly.	Yes		Assessment / Interview
	3.3 – Meeting Customer Needs Establishes the needs of customers and strives to ensure that these are met.	Yes		Assessment / Interview
	4.1 – Problem Solving and Decision Making Gathers information from a range of sources. Analyses information to identify problems and issues. Makes effective decisions and recommendations based on resolution agreement within an environment of trust, mutual respect and cooperation	Yes		Assessment / Interview
	4.3 – Achieving Results Takes personal responsibility for making things happen. Shows motivation and perseverance in overcoming obstacles and achieving results.	Yes		Assessment / Interview