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**CARERS INFORMATION SERVICE  
BOOKINGS ADMINISTRATOR (MATERNITY COVER)**

**JOB DESCRIPTION**

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**Job Title:** Bookings Administrator

**Reports To:** Carers Information Service Manager

**Location:** Carers Information Service, Carers Support Centre, 24 George Street,  
Croydon CR0 1PB

**Hours of Work:** Monday – Friday, 9am-5pm

**Salary:** £22,000 - £23,500 pa

**Duration of Contract:** Temporary maternity cover for 12 months

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**Description of Role**

The Carers Information Service provides free information, advice and support to unpaid carers in the London Borough of Croydon. We run the Carers Support Centre, the one stop shop for carers in Croydon and offer a wide range of services including health and wellbeing activities, advice surgeries, specialist publications, support groups and workshops. We are part of The Whitgift Foundation and are supported by Croydon Council.

We have several meeting rooms that are available to hire and the role of the Bookings Administrator is to manage the bookings system and set up the room according to hirers' requirements. As the main contact point between room hirers and the Carers Information Service, the Bookings Administrator will provide a friendly, efficient service, while seeking out further opportunities to promote our room hire externally and maximise income.

**Main Duties and Responsibilities:**

1. Actively promote meeting room availability at the Carers Support Centre in order to maximise usage and revenue, using a variety of communication tools including online, telephone and face-to-face contact.

2. Liaise with room hirers (both internal and external organisations) and respond to all room hire enquiries, to ascertain individual requirements; carry out building induction; monitor usage; obtain any specific resources required for each hirer.
3. Undertake the administration of room bookings and produce room hire invoices using "Avalon" software.
4. Prepare detailed analysis reports of all bookings and associated income.
5. Liaise with the Finance Department to track room hire payments.
6. Invoice internal licence holders for telephone and photocopying charges.
7. Set up and set down rooms to be used by hirers as required.
8. Produce a weekly room hire sheet for staff in an easily accessible format.
9. Use our bespoke database to log enquiries and add or maintain records.
10. Undertake any training and development required.
11. Work closely with the Carers' Information Service team to develop our work in accordance with our aims and objectives.
12. Ensure all duties are carried out in accordance with Health and Safety regulations.
13. Undertake any other duties and responsibilities as determined by the Carers Information Service Manager that reasonably falls within the scope of the role.
14. Comply with the policies and procedures of the Carers Information Service and the Whitgift Foundation.

The Carers Information Service is committed to a policy of equal access to employment and provision of its services regardless of race, religious or political beliefs, ethnic or national origin, culture, gender, sexuality, age or disability.

The very nature of the Foundation's work necessitates a high degree of confidentiality. Therefore, you will be expected to meet that requirement, by maintaining confidentiality regarding all aspects of the Carers Information Service, and Foundation business, whether in or out of work, in accordance with GDPR and The Foundation's policies.

**Additional Information:**

As an employee by the Whitgift Foundation, the employment benefits are:

- 25 days holiday.
- Membership of a Group Personal Pension plan with Standard Life, which the Whitgift Foundation double matches your contributions to a maximum of 10% and provides 3 x salary life assurance cover.

- Membership of the Simply Health Optimise Cash Plan, whose benefits include annual cash payments towards medical, optical, dental and various therapy costs and access to GP services, face to face counselling and discounted gym membership.
- Access to an Employee Discount Club which offers discounts on a range of products and services including insurance, holidays and travel, fashion and retail.

## PERSON SPECIFICATION

The person appointed will be expected to have the key skills, knowledge and experience listed below and to evidence them in the job application form.

Key Criteria	Desirable (D) Essential (E)
Qualifications	<p>Good level of basic education (E)</p> <p>Educated to A Level or higher level (D)</p> <p>Numerate (E )</p>
Experience	<p>Experience of working in an office environment (E)</p> <p>Experience of working in a team as well as on own initiative (E)</p> <p>Experience of working with a wide range of people (E)</p> <p>Experience of sales or marketing and promotion of new business (D)</p> <p>Experience of working in the care and/or the voluntary sector (D)</p>
Skills and Knowledge	<p>Excellent written and verbal communication skills (E)</p> <p>Excellent telephone manner (E)</p> <p>Good organisational skills (E)</p> <p>Computer literate (E)</p> <p>Excel user (E)</p>
Personal Qualities	<p>Quick and efficient worker (E)</p> <p>Excellent communication skills (E)</p> <p>Friendly and enthusiastic (E)</p> <p>Able to follow instructions accurately (E)</p> <p>Self-motivated and able to use initiative (E)</p> <p>Ability to work flexibly (E)</p>