



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Office and Bookings Administrator, Facilities Directorate



Salary: Grade 3 (£17,682 to £19,133 p.a.)

Reference: FDCCS1279

Office and Bookings Administrator Sport and Physical Activity, Facilities Directorate

Do you have experience working in a customer focused environment with a commitment to providing excellent customer service? Do you have excellent planning and organising skills?

We are seeking a Bookings Administrator to provide a comprehensive and efficient administrative support to The Edge sports facility. Acting as the first point of contact to the Sport and Physical Activity office, you will provide visitors with a professional service and manage customer enquiries. Working alongside our Senior Bookings Officer and Senior Office Administrator, you will provide support for all bookings and enquiries for our sports facilities, and to provide support to the Senior Management team and to staff across the service.

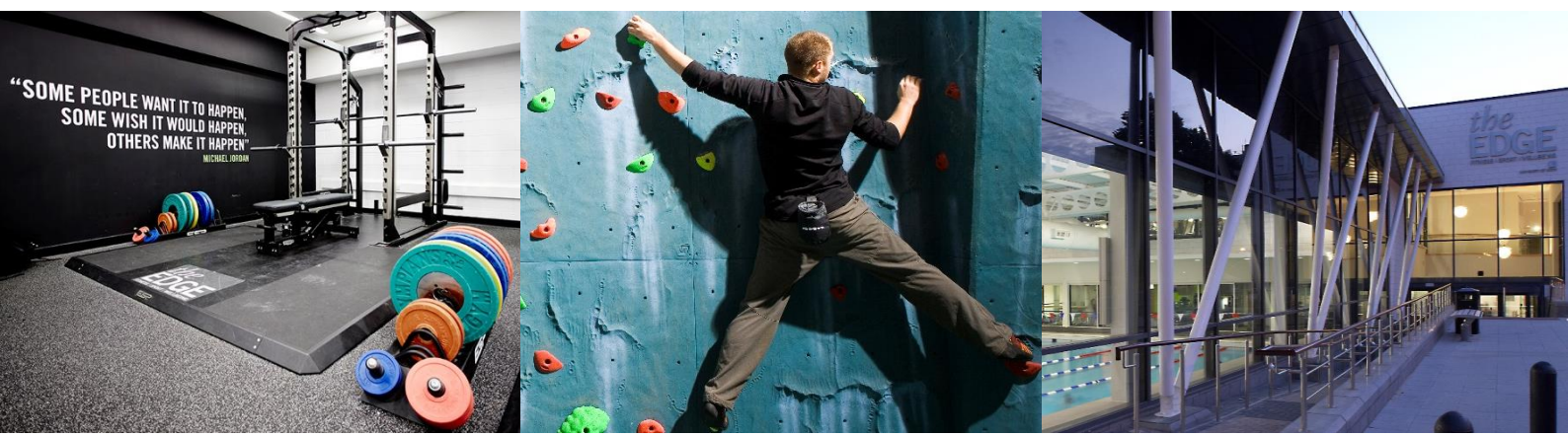
You will have excellent communication skills with the ability to communicate with a diverse customer base. With excellent planning, organising and prioritising skills you will have the ability to work effectively with others and work under pressure during challenging situations.

The role is full time. Some flexibility will be required specifically to support events held during evenings and weekends. You will be primarily based at one of our designated sports facilities, however will be required to work at any of our sports facilities when required.

What does the role entail?

As an Office and Bookings Administrator your main duties will include:

- Contributing to the delivery of the core Sport and Physical Activity administrative functions, including managing customer enquiries, managing bookings for Sport and Physical Activity meeting rooms, ordering and distributing staff uniforms, managing stationary supplies, maintaining filing systems and databases, and keeping the office area clean and presentable at all times;
- Assisting with the administration and booking of meetings and events, including booking venues, arranging catering and refreshments, creating and distributing



information, maintaining attendee lists, and ensuring meetings and events run efficiently on the day;

- Supporting the Senior Bookings Officer to undertake the administration and coordination of all bookings and enquiries for sports facilities including payment/invoicing procedures, goods receipting and cancellations;
- Assisting with the administration of our two Sport and Physical Activity outdoor centres, including taking bookings, providing information to groups prior to departure;
- Managing incoming correspondence in a timely and efficient manner, distributing to teams and individuals as required;
- Maintaining annual leave records for all Sport and Physical Activity staff who do not have access to employee self-service;
- Working within and ensuring adherence to both the University's and Sport and Physical Activity's Health and Safety and Equality and Diversity policies;
- Promoting and upholding Commercial and Campus Support Services and University values through personal example and working practices.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.

What will you bring to the role?

As an Office and Bookings Administrator you will have:

- Experience working in a customer focused environment with a commitment to providing excellent customer service;
- Demonstrable administrative and clerical experience with experience working in a busy office environment;
- Excellent verbal and written communication skills, with the ability to effectively communicate with a diverse customer base and to develop effective working relationships;
- An ability to work independently on own initiative as well as in a team and across departments;
- Excellent planning and organisation skills with an ability to effectively prioritise work under pressure and during challenging situations;
- An ability to work accurately, with high attention to detail;



- Excellent IT skills with experience of using Microsoft Office (including Word and Outlook);
- Excellent numeracy skills;
- Demonstrable behaviours in line with [Commercial and Campus Support Services' and University values.](#)

You may also have:

- Experience of working in a sports/leisure centre, with an enthusiasm for sport and physical activity;
- Experience of using computerised booking systems.

How to apply

You can apply for this role online; more guidance can be found on our [How to Apply](#) information page. Applications should be submitted by **23.59** (UK time) on the advertised [closing date](#).

Contact information

To explore the post further or for any queries you may have, please contact:

Helen Loftus, Operations Manager

Tel: +44 (0)113 343 4116

Email: H.Loftus@leeds.ac.uk

Additional information

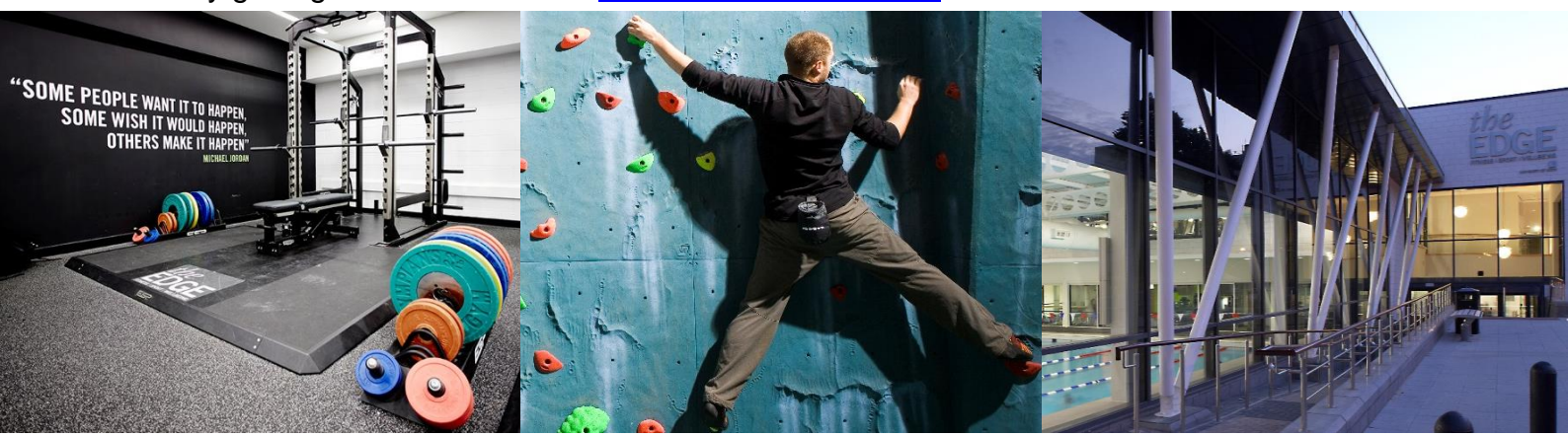
For more information about Sport and Physical Activity visit <https://sport.leeds.ac.uk/>.

Working at Leeds

Find out more about the benefits of working at the University and what it is like to live and work in the Leeds area on our [Working at Leeds](#) information page.

Candidates with disabilities

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found on our [Accessibility](#) information page or by getting in touch with us at disclosure@leeds.ac.uk.



Criminal record information

Rehabilitation of Offenders Act 1974

A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending.

Any offer of appointment will be in accordance with our Criminal Records policy. You can find out more about required checks and declarations on our [Criminal Records](#) information page.

