



Role Description – Bookings Assistant

Responsible to:

1. Bookings Manager

Role Summary: Responsible for the administration of all participants, leaders, IST and volunteer bookings including the invoicing for fees

Responsible for:

- Supporting the Bookings Manager to ensure the Jamboree has a robust booking system in place for units and volunteers wishing to come to ASJ2020
- Supporting the Bookings Manager in maintaining records of all incoming financial transactions in the chosen accounting system including the issuing of invoices
- Supporting the Bookings Manager with the 'helpdesk' and smooth running of the arrivals and departures process at the Jamboree
- Supporting the Bookings Manager with the management of bookings made through the data management system, raising invoices to units and volunteers using the chosen accounting system
- Dealing with enquiries from units and volunteers in relation to their booking in a timely way
- Greeting all visitors politely and assist them with their needs
- Dealing with enquiring and responding quickly ensuring relevant follow up actions are taken
- Supporting with specific event administration duties including ensuring 'helpdesk' is secure, always attended and is clean tidy and creates a good first impression
- Managing lost property process on site
- Maintain a full working knowledge of the site including sub camps, daily programme, facilities and so on
- Other ASJ2020 roles as appropriate

Person Specification:

Essential

- Experience in data administration
- Highly organised and confident in dealing with high volumes of paperwork
- Professional manager when answering queries or taking phone calls
- Good proficiency of Microsoft Office (Excel in particular)
- Excellence numerical skills
- Excellent written and verbal communication skills
- Good interpersonal skills
- Have a sense of humour
- Ability to communicate well with people of all ages
- Have the ability to attend evening and weekend meetings and activities

Desirable

- Previous Jamboree or similar size event experience
- Experience in the use of accounting software

Membership Requirement: A member of the Scout or Guiding associations and hold a current Scouting or Guiding DBS which is valid until the end of AJ2020.