



Role Description – Bookings Manager

Responsible to:

1. Deputy Camp Chief – Marketing and Communications
2. Head of Finance

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

Responsible for:

- Ensuring the Jamboree has a robust booking system in place for units and volunteers wishing to come to ASJ2020
- Maintaining records of all incoming financial transactions in the chosen accounting system including the issuing of invoices
- Leading a team to support bookings prior to the event and the onsite 'helpdesk' and Guest Services
- Managing the 'helpdesk', Guest Services and smooth running of the arrivals and departures process at the Jamboree
- Managing lost property process on site
- Supporting the DCC Marketing and Communications with scoping the data requirements and producing reports for DC's and CC's
- Managing and maintaining the 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 manner
- Ensuring compliance with data protection rules
- Ensuring compliance with and monitor controls over the camp fee income
- Managing the process of fee collection, liaising with the Head of Finance to ensure overdue fees are collected
- Managing the refund of any fees as agreed by the Camp Chief, Head of Finance and DCC Marketing and Communications
- Other ASJ2020 roles as appropriate

Person Specification:

Essential

- Experience in managing data administration
- Highly organised and confident in dealing with high volumes of paperwork and queries
- Good proficiency of Microsoft Office (Excel in particular)
- Experience in the use of accounting software
- 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

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.