



# Job Description

## Bookings Lead

<b>Job Title</b>	<b>Bookings Lead</b>
<b>Location</b>	Ufton Court, Green Lane, Ufton Nervet, Reading, RG7 4HD
<b>Salary</b>	Circa £28,000 per annum (pro-rata for part-time)
<b>Contract</b>	Full-time or Part-time (Flexible)
<b>Holiday</b>	25 days plus bank holidays (pro rata for part-time)
<b>Closing date</b>	8 <sup>th</sup> December 2024 but reviewing on a rolling basis.

### About Ufton

At Ufton, we know learning outside the classroom gives children the freedom to flourish. We run experiential programmes that deep children's knowledge and connection to nature, history and the self. Our team of skilled educators know how to make learning fun and bring out the best in all children, whatever their needs and whoever they are. We give children a safe space to learn about themselves and see everything in a new light, helping them grow up more confident, curious and capable.

### Overview

Our Bookings Officer is key to ensuring over 20,000 children experience Ufton's life-changing outdoor programmes each year. You'll be the first point of contact for schools, guiding them through the booking process with warmth and clarity. This role is about more than managing bookings - it's about making schools feel supported and excited for their visit.

Whether a school is visiting for the first time or the tenth, you'll make sure they feel at home - helpful, friendly, and ready with answers. Every detail you manage helps bring Ufton's vision to life, making sure each visit is safe, seamless and full of possibility.

You'll be a digital champion, using your expertise to streamline processes, making life easier for both staff and schools. From booking confirmations to last-minute details, you'll ensure everything flows smoothly, freeing up time so we can focus on creating unforgettable experiences for children.

At Ufton, we believe in every child's potential, and in this role, you'll directly support that vision. Working with our teams, you'll ensure bookings run smoothly, creating the space for children to learn, explore and flourish.



## Key Responsibilities

### 1. Digital-First Bookings Processing

- Be part of the team that's the first point of contact for all booking inquiries, providing information about our programmes using a customer relationship management (CRM) system.
- Support the entire booking process digitally, from inquiries to confirmations, ensuring accurate and timely data entry.
- Promote the use of online platforms for booking and payments, aiming to simplify processes for schools and reduce administrative burden for all.

### 2. Customer Service and Communication

- Deliver an excellent customer experience using phone, email, chat and other digital communication tools to ensure timely, accurate responses.
- Ensure that schools receive all necessary pre-arrival details (risk assessments, health and safety) through automated processes where possible.

### 3. CRM and System Optimisation

- Maintaining accurate booking records in Salesforce at all times, seeking continuous improvements.
- Support efforts to continually streamline and improve the CRM system, Salesforce, ensuring it adapts to the evolving needs of the charity.
- Generate reports to help our team make informed decisions and improve operational efficiency.
- Collaborate with others to implement digital solutions that improve the user experience for both staff and schools.

### 4. Collaboration and Support

- Work closely with internal teams to provide essential booking details and help coordinate the logistics of school visits.
- Help to troubleshoot booking-related issues and offer solutions to improve both internal workflows and the customer journey.
- Serve as a central point for staff, sharing real-time information, ensuring all parties are aligned.

### 5. Process Improvement and Innovation

- Continuously seek out and implement ways to improve booking processes and reduce administrative overhead through digital tools and automation.
- Stay up-to-date with new technologies and software that can enhance both customer experience and internal operations.
- Actively support initiatives to streamline manual processes, introducing automated systems to enhance efficiency across the organisation.

Please note that the responsibilities listed are not exhaustive and this job description may be subject to change as the role evolves over time.



# Person Specification

## Qualifications and Skills

### Qualifications and Experience

- Proven experience in a bookings, administration, or customer service role, with solid exposure to digital systems.
- Experience working with a Customer Relationship Management (CRM) system, managing data, workflows, and generating reports.
- High level of computer literacy, with expertise in cloud-based systems, Microsoft Office (Word, Excel, Outlook) and digital communication tools.
- Experience in using digital tools to streamline processes, automate tasks, and improve customer experience.

### Key Skills and Attributes

- Passionate about using technology to improve efficiency and deliver exceptional customer service. A proactive promoter of digital tools and systems.
- Strong organisational skills with the ability to manage multiple bookings and track all details using digital platforms.
- Strong written and verbal communication skills, able to explain processes clearly and concisely, both to customers and internal staff.
- Skilled in identifying inefficiencies and implementing digital solutions to enhance operations and reduce manual work.
- Comfortable working across departments and providing digital insights to improve collective performance.
- Able to troubleshoot and resolve booking issues, using data and digital resources to find solutions.

### Desirable

- Experience working in an education or charity setting.
- Familiarity with school bookings, outdoor education or event coordination.
- Knowledge or experience in digital project management or IT systems is a plus.

### Desired Attributes

- A proactive attitude with the ability to take initiative.
- Flexibility to adapt to evolving responsibilities and priorities.
- Enthusiasm for the mission and values of Ufton Court.
- Partial to a homemade flapjack and ability to make a decent cup of tea.

### Values Alignment

You share our values of agility with consistency, playful and professional, acting today for tomorrow, and the belief that curiosity leads to excellence.



We are based in a glorious rural location but that does mean you'll need access to your own transport. Whilst on site you'll have lunch provided and there is usually homemade cake around.

You must have the right to work in the UK and to be onsite as often as possible as we are a place-based organisation – you'll soon have FOMO anyway.

Join us at Ufton and be part of a team that is dedicated to making a real difference in the lives of children and young people. If you're passionate about finance and admin, have a strong commitment to our values, and want to work in a flexible and supportive environment, we'd love to hear from you.

To apply, please submit your CV and a cover letter outlining your suitability for the role and how you align with Ufton's values to [recruitment@ufton.org.uk](mailto:recruitment@ufton.org.uk).

We will only consider applications that provide a covering letter.

**Closing date: 11:59pm 8<sup>th</sup> December 2024**

We are keen to have someone in place soon so are interviewing candidates on a rolling basis so do apply early.

Ufton is an equal opportunities employer and welcomes applications from all suitably qualified candidates, especially those from underrepresented communities. All offers of employment are subject to a satisfactory completed enhanced DBS (The Disclosure and Baring Service) check and at least three references.

