

## ROLE PROFILE

Details:			
Job Title	BOOKINGS ADMINISTRATOR		
Department	Bookings/Guest Experience	Base Location	Cluny
Reporting to	Bookings Focaliser	Contracted Hours	37.5(wte)
Accountable For	N/A	Salary Band	A

Overall Job Purpose
<p>To cultivate good relationships with participants and guests through processing bookings and responding to enquiries and queries. To develop and deepen core principles in an office environment.</p>

Key Responsibilities
<ul style="list-style-type: none"> <li>● Processing bookings including taking payments and monitoring guest questionnaires/intro letters</li> <li>● Clear communication and providing information to guests by phone/email and in person</li> <li>● Taking payments for workshops</li> <li>● Practising deep listening with participants to build relationships and help discern the appropriate level of interaction with us</li> <li>● Meeting and greeting guests where necessary</li> <li>● Collaborating across departments, as needed, to ensure an excellent guest experience</li> <li>● Practising core principles and developing capacity to become a living educator</li> </ul>
Key Relationships
<p>The post holder will liaise mainly with participants for our residential workshops as well as other colleagues in the bookings/guest experience team.</p>
Pastoral Responsibilities

The role includes responsibility to embody the Foundation's spiritual principles as an example for others:

- Maintain awareness of the Foundation's spiritual principles and of your own spiritual life while engaging in your life and work within the Foundation
- Share your experience of living in the Findhorn Foundation transformational learning centre with fellow co-workers, community members and programme participants
- Offer guidance, care for others' spiritual wellbeing and support their spiritual enquiry, commensurate with your own experience
- Use and lead others in the Foundation's practices of attunement, meditation, sharing and celebration

### **General Duties Applicable to All Co-Workers**

1. To undertake all duties and responsibilities in accordance with Foundation policies, including Equal Opportunities; Data Protection; Health & Safety; Safeguarding; Professional Practice and Quality; and Financial regulations. To report any concerns to the appropriate person.
2. To fully embrace the Findhorn Foundation's spiritual beliefs and purpose, sharing your experiences with others.
3. To take full responsibility for your personal professional development and training
4. To participate in the Foundation's Performance Appraisal Development Programme; agree an action plan; and undertake the required training in order to continually update skills and meet the requirements of the Foundation and Departmental Strategic Plans
5. To undertake such other duties as may reasonably be required, commensurate with your role, at your place of work or other premises

*It is the practice of the Foundation to periodically examine co-worker's job descriptions and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager, in conjunction with HR, with the co-workers working directly to the manager. You are expected to participate fully in such discussion and, in connection with them, to review and your job description to bring it up-to-date if this is considered necessary or desirable, and to discuss it with your line manager. It is the Foundation's aim to reach agreement on reasonable changes, but if agreement is not possible the Foundation reserves the right to insist on changes to your job description after consultation with you.*

Signed

Date

Post Holder

Signed

Date

Line Manager

### PERSON SPECIFICATION

<b>Details:</b>	
Job Title	Bookings Administrator
Department	Bookings

<b>Knowledge &amp; Skills</b> <i>(What does the role holder need to know and do)</i>	<b>Desirable (D)/ Essential (E)</b>	<b>Assessment Methods (A/QA/I/T)</b>
High level of computer literacy - preferably with a knowledge of Google Drive and databases	E	A; I
Familiarity of FF principles	D	A; I
Excellent interpersonal and verbal/non verbal and written communication skills	E	A; I
Emotional intelligence and awareness of psychological processes	E	A; I
Hospitality and guest-facing experience	D	A; I
<b>Qualifications</b> <i>(What formal qualifications are required for the role?)</i>	<b>Desirable (D) / Essential (E)</b>	<b>Assessment Methods (A/QA/I/T)</b>
Good level of general education	E	A; I; QA
<b>Experience</b> <i>(What experience does the role holder need to have?)</i>	<b>Desirable (D) / Essential (E)</b>	<b>Assessment Methods (A/QA/I/T)</b>
Used to working with different databases.	E	A; I

Experience of managing a diverse range of tasks and people	E	A; I
<b>Personal Attributes/Attitude</b> <i>(How does the role holder need to think and act?)</i>	<b>Desirable (D) / Essential (E)</b>	<b>Assessment Methods (A/QA/I/T)</b>
Aligned with the spiritual impulse and principles of the Findhorn Foundation	E	A; I
Collaborator, self-motivated team player, builds trust	E	A; I
Warm and helpful and enjoy interacting with people in person and on-line/email	E	A; I
Able to work individually and collaborate with team	E	A; I
Solution-driven, service-oriented	E	A; I
Happy to work in a busy office environment	E	A; I
Well-presented	E	A; I
Good organisational, prioritisation and time management skills	E	A; I
Willing to respond to urgent issues out of normal working hours	E	A; I
Sense of humour	D	A; I

A = Application

QA = Qualification Audit

I = Interview

T = Task i.e. assessment centre