**JOB PROFILE**

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| **Job Title** | Groups Co-Ordinator | **Reporting to** | Booking and Events Manager |
| **Division** | Business Development | **Department** | Inverclyde |

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| **Job Purpose** |
| To respond and maximise conversion of group enquiries. Work with organiser to effectively plan each group, gathering all necessary information to ensure smooth operational management, whilst ensuring excellence in customer service at all times.   |

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| **Resource Management** |
| **Direct Reports:** None**Staff Reporting to Direct Reports:** None**Level of Budgetary Responsibility:**  None**Delegated Authority Level:** None |

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| **Key Responsibilities & Accountabilities** |
| * Management of enquiries to ensure maximum conversion in line with budgetary goals of the National Centre. Work within the remit of the pricing policy to effectively quote on all enquiries.
* Work in partnership with the Programme Officers to successfully co-ordinate any group requests received by them.
* Responsible for ensuring the various departments, including on-site contractors, have the correct information to allocate resources and staffing to meet the requirements of all customers as required. Participation in weekly bookings meeting to ensure smooth operational delivery for all groups.
* Responsible for applying terms and conditions of booking as well as financial policy and process.  Including but not limited to raising invoices and working with customers to ensure timely payment.
* Effective use of booking system to allocates facilities, accommodation, meals and other requirements in line with customer requests.
* Carry out any reasonable instruction as requested by the Centre Management Team.
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| **Experience** |
| **Essential*** Experience in a busy customer focused environment
* Excellent customer care skills, including the ability to negotiate as required
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| **Desired*** Previous experience of an on-line booking system
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| **Key Competencies** |
| **Leadership** * Can explain the behaviours required in their own job.
* Can describe the behaviours that are expected of them and actively demonstrate them within their job.
* Can describe why the behaviours are important to support them operating within their job.
* Self manages in performing in their job once tasked, seeking clarity and direction where appropriate.
* Understands the process for dealing with inappropriate or unacceptable behaviour.

**Judgement & Decisiveness*** Makes decisions following appropriate risk assessment, ensuring that safety is not compromised for the team.
* Has the confidence to make a decision based on the information they have or after consultation with others.
* Demonstrates that they know where to find the information that they need to make a decision for themselves and the team.

**Continuous Improvement*** Accepts and tries out new ideas and ways of doing things.
* Makes suggestions for improving work practices within their role or area of work.
* Displays a flexible approach to meet work requirements.
* Adjusts quickly and flexibly to change within the business/team.

**Planning & Organising*** Can describe their own workload and ensure that activities are completed within time and meet standards or procedures.
* Keeps others informed of progress against planned workload and will inform others if targets cannot be met.
* Seeks clarity on priorities as required.
* Considers the impact of own activities on others.

**Results Focus*** Willingly accepts responsibility for their area of work and for delivering required results.
* Focuses on agreed priorities and/or tasks and work to get things done efficiently and effectively.
* Delivers to, and often exceeds, expectations and agreed standards, always working within health and safety regulations.

**Problem Solving*** Is able to interpret relevant information easily and understand what information will assist in developing a solution.
* After implementation, evaluates the effectiveness and efficiency of the solution.
* Asks the right questions to get the information and/or clarity that is required to understand the problem and create a solution.

**Working With Others*** Is aware of impact on others and co-operates with all areas of the organisation.
* Can describe team/shared goals and works co-operatively with others to achieve them.
* Identifies and seeks out key people in the organisation, building relationships for the benefit of current and future work.
* Communicates in a well-structured, concise and clear way both verbally and in writing.
* Deals confidently with others and is assertive when necessary.

**Performance Management*** Responds positively to feedback from others.
* Takes personal responsibility for delivery of their agreed objectives.
* Can describe how their contribution adds to the success of the team they are in

**Developing Self & Others*** Shows a willingness to learn and seek opportunities to learn, develop and practice new skills.
* Agrees training and development needs with their manager.
* Shows a willingness to support colleagues to learn and by sharing information and providing guidance.
* Actively participates in learning and development activities.
* Agrees with their Manager where further learning and development could improve performance, including behaviours.
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| **CREATION & REVISION** |
| **HR Member** | **Signature** | **Date** |
| Jo Dixon | Text  Description automatically generated | 18/06/24 |
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| **JOB PROFILE SIGN OFF** |
| **Line Manager** | **Signature** | **Date** |
| Nancy Bunyan | **A close-up of a signature  Description automatically generated** | **18/06/24** |
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