Bookings Co-ordinator

YORK SPORT

Closing date: 22 April 2018
York Sport

York Sport is a York Conferences Limited (YCL) department and is responsible for the University of York’s sporting estate and for delivering University and community facing services in support of our mission to ‘inspire activity’.

In recent years, the University has invested heavily in sport as it seeks to maximise impact for its student, staff and local community. With support of key stakeholders over £13m has been invested in the ongoing upgrading of facilities that include our £9m Sport Village, athletics stadium, velodrome, and closed circuit cycle facility and performance gym.

Our commitment to provide the highest possible standards to a wide range of user groups is ongoing both in terms of facility and service delivery.

We continue to work alongside many of our partners as we seek to maximise opportunities and deliver high quality service, through our high quality team in our expanding high quality environment.

Directors Introduction

As a member of the Commercial Services team you will be a key contributor in supporting our section to provide essential income to support the University’s key objectives. The services we provide underpin values that will enhance the ‘student experience’, whilst being profitable and sustainable.

We work in an all-inclusive environment where the word ‘team’ is part of our culture. We provide an excellent benefits package supporting market led terms and conditions of employment. We are committed to Investors in people and this is demonstrated by providing an open door policy giving access to the Management Team from all levels of the organisation.

I wish you well with your application.

Jon Greenwood, Director of Commercial Services
YCL

YCL is a wholly owned subsidiary company of the University of York. YCL was formed in 2012 with the overall aim to deliver a profitable service and provide essential income to the University.

YCL is continuously looking for new ways to support the University. In 2017/18 a new retail store and catering outlet will open for the use of students, staff, visitors and local residents.

There are a number of commercially focussed departments which make up Commercial Services, Catering and Bars, Campus Nursery, York Sport, Design and Print Solutions, York Conferences, Retail Services and support teams including Human Resources Central Administration and Marketing.

YCL was awarded iiP Silver in August 2014.

Benefits Package

- 38 days annual leave including 8 bank holidays (pro rata)
- Pension scheme
- On-site parking
- Concessions rates at York Sport Village and Centre
- 10% off campus NISA supermarkets
- Discount scheme with local restaurants, retail and tradesmen
- Salary sacrifice schemes including cycle to work, childcare vouchers and campus nursery
- Discount scheme with national retailers and services
- Discounted personal postage rates
- Uniform provided

Attractive Place to Work

Centred around the picturesque village of Heslington on the edge of the city of York, the campus offers a wealth of facilities, which includes bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal. Since 2000 we have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion.

During this period of change YCL has also grown to support the larger campus. We have worked hard to retain our friendly, informal atmosphere and believe strongly that work should be an enjoyable place to be.

The University

Founded on principles of excellence equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2017 it is the centre for almost 16,000 students across 30 academic departments and research centres. In just 50 years we have become one of the world’s leading universities and a member of the prestigious Russell Group.

The City of York

Internationally acclaimed for its rich heritage and historic architecture, York’s bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford’s Tower and the Shambles—just a few of many attractions.

But York isn’t just a great place to visit—it’s also a great pace to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.
Main purpose of this role

To contribute to the success of York Sport by generating, supporting, administering and coordinating a range of booked activities in order to maximise income through casual, repeat and large scale individual bookings of York Sport facilities.

Key responsibilities and duties:

- To line manage and direct the York Sport bookings team responsible for facility hire, and to lead on the agreement of facility hire, fees and invoicing.

- To analyse booking trends and user satisfaction on an ongoing basis in order to maximise facility usage and income generation resultant from it.

- To establish standards of delivery to be achieved by the bookings team, and ensure systems and procedures are developed and maintained in order to maximise efficiency.

- To establish and ensure delivery of KPIs for bookings team performance as agreed with the York Sport Business Manager.

- Deliver high levels of customer service through clearly communicated information to York Sport departments and external stakeholders.

- To develop and maintain effective lines of communication within the York sport booking team and externally with wider York Sport departments and external stakeholders.

- To proactively consider and recommend promotional activity and initiatives to attract new and to retain existing business.

- To oversee the provision of accurate information and data collection regarding facility bookings, pricing and terms of use, including risk assessments and insurance information where applicable.

- To assist with the delivery of any other duties as deemed relevant to the role and as directed by the line manager to this post.
## PERSON SPECIFICATION

### ESSENTIAL | DESIRABLE
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### QUALIFICATIONS
- Administration and event related qualifications (recognised Institute of Administration Management (IAM) / Institute of Event Management (IEM), or in house related experience.
- Degree or equivalent.

### KNOWLEDGE
- Experience and knowledge of effective bookings delivery within a sport and leisure environment.
- Knowledge of the fitness and sports provision within and around the City of York.
- Computer literate with experience of leisure management software.
- Up to date knowledge of sport and leisure trends.
- Proven ability to manage bookings administration, and achieve financial related targets.
- A working knowledge of Higher Education.

### SKILLS/ABILITIES/COMPETENCIES
- Commerically astute with a proven track record and knowledge of the sport and leisure industry.
- Proven ability to manage an external event process.
- Excellent communication and inter-personal skills, with the ability and willingness to inform persuade, negotiate and influence others in a helpful manner.
- Ability to analyse data and financial information.
- Commitment to continuous service improvements to realise our vision.
- Possess strong analytical skills together with the energy and tenacity to make an impact.
- Excellent numeracy and literacy skills.
- A high level of accuracy and attention to detail.
- Be able to adapt to change with speed and urgency.
- Innovate with a willingness to initiate wide ranging activities in the pursuit of new business.
- Highly motivated and driven to meet targets and expectations.
- Experience of creating and sign off risk assessments.
- Experience of making management decisions.

### EXPERIENCE
- Experience within a sport and leisure environment.
- Experience of working in a customer focussed environment.
- Experience of working within a successful bookings team.
- Experience of business plans aimed at increasing income generation and attracting new customers.
- Previous experience of direct client liaison with evidence of providing excellent customer care.
- Ability to demonstrate high levels of administrative efficiency.
- Experience of managing staff and systems in an office environment.

### PERSONAL ATTRIBUTES
- Confident and enthusiastic personality.
- Commitment to providing an excellent customer service.
- Professional in appearance, communication and behaviour.
- Ability to work responsibly on own initiative as well as in a team.
- Be innovative and resourceful with an ability to work under pressure.
- Have a helpful attitude towards customers and fellow staff members of the team.
- Able to make sound business decisions on their own.
How to Apply

Online

- Go to https://jobs.york.ac.uk/ycl
- Find the vacancy using reference 6561
- Complete the online application form

You will need to submit your application by midnight (GMT) on 22 April 2018.

What will I need?

We will ask you for:

- Personal details
- Your employment history
- Relevant qualifications
- Contact details for two referees

You will need to be ready to show us how you meet the requirement of the job, either in a written statement and / or by answering questions.

The Company will only recruit individuals who have passed the school leavers age. For further information and confirmation of the school leavers age please visit the City of York Council website

Applicants aged under 18 year of age will only be offered 20 hours a week or less and they must provide evidence that they are in full or part time education/training, or undertaking work based learning such as an apprenticeship.

Help and assistance

Direct queries to ycl-hradmin@york.ac.uk
01904 328413/01904 328424