



Job description

Job Title: Enquiries & Office Administrator
Reports to: Enquiries, Group Booking & Office Manager
Direct Reports: None
Working Pattern: 12 month contract. Part time, 25 – 28 hours, Monday – Friday.

Overall Responsibilities

To provide administration support to the Trust's main enquiries office, assisting with all other related administration to support the operational activities.

Main Duties

- To answer incoming enquiries via telephone and assist customers with site and event information.
- To answer all incoming enquiries via the mailbox, in an informative and professional manner.
- To process customer payments for purchased tickets and group bookings.
- To assist with the organisation of group bookings to site.
- To provide helpful and up to date advice to all customers of the Trust.
- Use the Priava system to book meeting rooms and events.
- Create invoicing requests and event plans for Group Visits.
- Updating of working spreadsheets to monitor enquiries and ticket sales.
- To be flexible in being able to work across site should the task require it.
- To assist the events team with all relevant administration where required.
- To undertake all other associated administration duties as required.

Person Specification

- Driving license is essential due to location.
- Competent in the use of Microsoft Office, to include Word, Excel, & Outlook.
- Good communication skills, both written and oral.
- Experience in customer service.
- Previous administration experience desirable.