



Richmond Team Ministry

Bookings Administrator

Richmond Team Ministry (RTM) is a parish of three churches in the town of Richmond-upon-Thames: St John the Divine, St Mary Magdalene and St Matthias. The churches serve most of the town of Richmond and the church halls, meeting rooms and the churches themselves are used by many members of the community for events such as local community group meetings, school assemblies, concerts, parties etc.

We are looking for an experienced administrator who will handle all booking enquiries within the RTM. This is an excellent opportunity for someone looking for a part-time role as a member of a small supportive team.

The post is for two days per week (around 10-12 hours including Wednesdays). Most of the work will be done in the Parish Office, currently in the Vicarage on Ormond Road, Richmond.

The successful candidate will be required to work on their own initiative, have the proven ability to use all core Microsoft Office applications (Outlook, Word and Excel) to a high standard, be highly organised, possess excellent people skills and have an understanding of the life of the church.

Reporting to the Parish Administrator the Bookings Administrator will liaise closely with the Finance Officer, Property Manager and Verger/caretaker to ensure smooth management of hall lettings and will attend the weekly clergy and Property team meetings.

Job Description

The principal duties of the role include:

- Handling enquiries from members of the public and group organisers
- Receiving and dealing with all bookings-related incoming mail, email and telephone calls
- Sending out booking forms, checking the return of forms and recording bookings
- Ensuring church service and activity dates for all three churches are accurately recorded in the diary
- Maintaining the computerised diary and distributing updated weekly versions
- Liaising between various users and keeping records of all regular users' dates
- Advising caretakers of any requirements
- Issuing keys to, and retrieving keys from, users as needed

- Handling any complaints that are received from hall users
- Updating booking forms from time to time to reflect legal changes (e.g., Diocesan Safeguarding Policy changes, GDPR, Covid requirements)
- Issuing invoices to ad hoc users and all regular users on monthly basis
- Reconciling invoices to the bank account, banking any cheques received
- Preparing a monthly report of income to send to the Parish Treasurer
- Reviewing local hall rental fees and recommending annual increases to the Property and Finance Committee
- Communicating and implementing rental fee increases once agreed
- Sending annual Long Term Hire Agreements to all regular users and ensuring that these are countersigned and returned
- Complete the quarterly Performing Rights Society returns for churches where concerts are held
- Regularly meeting with the clergy and office team to ensure good communication

Required

- Excellent computer skills (Office 365: Word, Excel and Outlook)
- Excellent communication skills
- Able to deal with the public
- An understanding of the life of the church
- Strong team player
- Must have the right to work in the UK

Salary: £29,250 pro rata