



BOOKINGS ADMINISTRATOR JOB SPECIFICATION

CurveMotion is an exciting indoor interactive venue located in Bury St Edmunds, Suffolk. The venue offers a variety of activities for all ages including roller skating and soft play facilities.

An opportunity has arisen for a Bookings Administrator reporting to the Operations Manager. This role is suited to a person that has previous administration experience, is well organized, enthusiastic and professional. Accuracy and attention to detail are critical to the success of this role.

The main responsibilities of the role include (but are not limited to):-

- Monitoring and managing online bookings which will include:
 - Monitoring online party bookings.
 - Performing administration tasks to support online bookings as necessary.
 - Monitoring online admission bookings and preparing wrist bands.
- Taking party, private hire and group, bookings which will include:
 - Assisting customers with booking enquiries both on the telephone and in person at the venue.
 - Producing relevant booking paperwork in line with company processes.
 - Processing payments in line with company processes.
 - Preparing party gifts and vouchers for party guests.
 - Liaising with kitchen and management staff as necessary.
- Other general administration duties including (but not limited to):
 - Data entry into various spreadsheets and other systems including maintenance of Excel spreadsheets including data manipulation as per business requirements.
 - Performing stock takes.
 - Placing catering orders.
 - Answering telephones and providing accurate information to customers.
 - Processing forms as required.
 - Keeping offices clean and tidy.
- Assist within the venue as needed eg. Reception cover, clearing tables.

The person appointed to this role will be required to have the following skills:-

- Be IT literate, with good experience of Microsoft Office products, in particular Excel, Word and Outlook.
- Previous experience of administrative roles

The candidate must be self-motivated and dedicated. Their communication and organizational skills must be exceptional and they must be well presented and



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professional at all times. They must be able to work well in a team and also alone, having good interpersonal skills as this is a customer facing role.

The role is for 40 hours per week with a salary of circa £8.00 per hour. Company benefits include pension scheme, discounted staff meals, discounts for admission, parties, skate lessons and merchandise. (Subject to eligibility criteria). Applicants must be a EU citizens or prove eligibility for full time work in the UK.