

Job Title: **Bookings Assistant**
Hours: Full time, Permanent
Primary Framework: Operations
Job Description Updated: May 2022
Work location: Office based with hybrid working available

Job Description:

This is an opportunity to join an exciting, high growth business. Thrive works nationally to improve the mental health and emotional wellbeing of children and young people through a whole school preventative approach that links also to families and local services. The mid to long term outcomes include improved learning, attendance, inclusion, employment prospects and health. Due to our on-going expansion, we now have a vacancy for a full-time **Bookings Assistant** to join our busy team. The role is office based and this role will report directly to the Bookings Team Leader. The key purpose of this role is to provide administrative booking support for the Regional Development Managers and Relationship Managers. The requirements of the job will be many and varied, commensurate with the needs of a dynamic, high growth business. Working within the Bookings Team, responsibilities will include, but not be limited to:

- Offering administrative booking support to the Regional Development Managers and Relationship Manager Teams
- Answering first line phone calls regarding sales/enquiries
- Processing and following up online booking and organisation registrations
- Processing all bookings
- Updating course flyers and other business development materials in relation to commissioned courses
- Using IT systems to maintain accurate information on leads and bookings
- Ensuring the smooth flow of bookings to other teams
- Contributing to team and process development

Person requirements:

To be considered for this role, you will have the following attributes:

- Ability to build and develop strong and nurturing relationships with all team members and clients
- Ability to be respectful and inclusive of others
- Ability to work collaboratively with other internal teams
- Ability to work on own initiative as well as part of a team
- Ability to organise, prioritise and multi task, whilst being confident to make decisions in a fast-paced environment

All Thrive personnel are expected to subscribe to our quest to make the Thrive Approach accessible to every child with emotional and social development needs. In addition, you are expected to:

- Hold the vision of a world where all children's emotional and developmental needs are met
- Embody Thrive's core values which are to be warm hearted, committed and eager to make a difference, pragmatic, straight-forward and fun.

Essential skills, knowledge and experience:

- Excellent communication skills, written and oral and an excellent telephone manner
- Highly computer literate and a sound working knowledge of Microsoft Office and Sharepoint
- Highly numerate and literate
- Attention to detail and a high level of accuracy
- Previous CRM systems and database management experience

Desirable skills, knowledge and experience:

- Experience in a training or education environment
- Educated to 'A' level or equivalent

Package:

- Annual salary dependent on qualifications and experience
- Holiday entitlement of 25 days per annum plus bank holidays
- Discretionary annual pay review
- Discretionary annual bonus
- On-site parking

Employment will be subject to:

- Receipt of two references, one of which must be from your most recent employer
- Confirmation that you are eligible to work in the UK
- The satisfactory outcome of a check by the DBS
- Satisfactory completion of probationary period

If you are someone seeking to make a positive contribution to the growth and success of a remarkable organisation, and you have a genuine passion for relationship development, you should email your CV and covering letter to Kirsty Crowe at kirsty.crowe@thriveapproach.com. The closing date for applications will be on 22 May 2022 with interviews taking place on 26 May 2022.