

Booking Secretary is a voluntary trustee role responsible for managing all hall usage enquiries and scheduling, serving as the primary point of contact for users. Key duties include maintaining the booking calendar, conducting venue viewings, ensuring compliance with terms. This part-time volunteer role requires strong communication, organizational skills, and proficiency in various computer software applications.

Key Responsibilities

- Respond to telephone/email enquiries, check availability, and managing the bookings calendar on the OneDrive, making sure it kept up to date for the other officers to view. Supplying potential hirers with the necessary hire rates in accordance with the committee's guidelines, and link to the appropriate JotForm booking link. Checking that hirers have completed the booking form correctly and liaising with the treasurer to ensure the deposit has been received before adding the booking as confirmed to the online booking diary.
- If requested show prospective hirers around the hall and garden.
- Ensuring that door codes are setup correctly for regular hall users and one-off users, ensuring that door codes work to avoid stress to hirers. After one-off hires the door code must be deactivated to provide security for the hall.
- The day before a one-off hire ensure that a door code and information pack is emailed to hirer, check that hall is ready for the hirer. Using the hive app remotely ensure that the heating is setup to come on for hirers and hot water if necessary.
- Complete hall inspections as soon as possible after a one-off hire to ensure that hall has been left clean and tidy plus that lights, electrical appliances have been switched off, and no damage has been done to the hall including the cinema equipment. If necessary, rectifying any issues found and reporting back to the treasurer with regards to the refund of the deposit. Any major issues found following the hire must be reported to the committee. Contacting the one-off hirer following a hire with regards to any issues they have experience or that you have found following the hire. Make sure that the hall is left secure.

- Weekly check the online diary and using the hive app remotely setup the heating and if necessary hot water schedules for the hirers that week.
- Complete a building inspection three times a week to comply with the current insurance cover, sign the inspection form held in the hall reporting any issues found to the committee. This task maybe completed by regular hirers.
- Attending committee meetings (six times a year) giving updates on the hall bookings and any issues found.
- Managing the Hall's website and Microsoft 365 business email, ensuring that officers can use the Microsoft 365 apps especially the OneDrive. Ensuring that officers communicate via their assigned email address. Updating the Google calendar which is linked to the website with upcoming bookings.
- Managing promotion of the hall through social media, Google and the hall website.

Required Skills and Qualifications

Organization: Strong administrative skills, including record-keeping and database management.

Communication: Excellent verbal and written skills for dealing with the public.

IT Skills: Proficiency in Microsoft Office, email management, and online calendars.

Commitment: Typically, 1-2 hours per week, depending on the hall's activity.