



## **Job description**

### **Post: Bookings Manager**

We are seeking an organised, adaptable and friendly administrator to manage our course and events bookings within this unique charity. Working as part of a small team, you will be the first point of contact for guests, and instrumental in the smooth running of our day-to-day operations, with responsibility for course and event bookings, database management, and team liaison.

### **Key tasks and responsibilities:**

- Manage bookings and enquiries for all events and courses using the Patronbase booking system
- Manage customer databases effectively across various software platforms including our CRM, Xero, Survey Monkey, Email Octopus
- Have a good understanding of the programme and the artists with whom Halsway works
- Update and manage booking levels and targets, in collaboration with Creative Director
- Liaise with marketing colleagues to identify areas for targeted booking communications and potential for growth
- Manage participant feedback surveys (using an online survey site) and collate results for discussion at team meetings
- Manage Partnership booking administration, including contracting, interim communication, and finalising of practical logistics with lead contact
- Liaise regularly with the kitchen team to provide up-to-date and accurate dietary information
- Ensure all relevant information is available for other staff e.g. house staff, marketing, finance in a timely manner
- Manage exchange of information with course leaders and performers/artists, while complying with GDPR
- Ensure effective communication with our members and supporters
- Support check-in and check-out when required
- Carry out any other duties that may be reasonably requested

## **Person specification**

### **Essential**

- Good level of education
- Marketing experience
- Ability to multitask and to organise workload efficiently
- Confident, pro-active and able to work under own supervision
- Exceptional attention to detail, combined with first-class organisation and time management skills
- Exceptional communication skills.
- Computer literate – knowledge of Microsoft software
- Excellent customer service skills – understanding the needs of learners and artists
- Flexible and positive working attitude with the ability to accept supervision and direction
- Ability to follow instructions/protocol consistently
- Interest in arts and education
- Proactive, reliable and conscientious
- Sense of humour

### **Desirable**

- Relevant degree
- Experience of working in a similar charity/arts role
- Competence in CRM/event management software

To apply please send your CV to the Creative Director, Rachel Wilkinson, [communications@halswaymanor.org.uk](mailto:communications@halswaymanor.org.uk) with a short covering letter (max. one side of A4) outlining why you should be considered for this position by 12 noon on Thursday 5th March 2026. No applications will be accepted without covering letter and CV or through Facebook.

Interviews will be held at Halsway Manor on Thursday 12th March.