

## Job description: Bookings and Ministry Administrator

Based in a Cotswold Manor House and beautiful grounds, the Harnhill Centre is situated in the small hamlet of Harnhill about four miles from Cirencester, surrounded by open countryside.

'The Harnhill Centre of Christian Healing' is a registered charity founded in 1986. Under the guidance of the Trustees, the staff team is led by the Centre Director and Chaplain and works alongside dedicated volunteers. In addition to the residential Ministry Team, we employ a Bursar, Head Chef, Housekeeper, Housekeeping and Administration Team.

By offering a programme of residential personal retreats, formal residential stays and day courses, the Centre provides a haven offering rest, refreshment and the healing love of God to all who need support and encouragement. The Ministry Team journey alongside our guests offering prayer ministry, shared worship and practical teaching.

The focus of the Ministry Administrator post is to support the Ministry of Harnhill, the Ministry Team and administration associated with receiving guest enquiries for residential retreats and day course bookings, together with the computerised processing of bookings, liaising with guests and preparatory administration necessary for each residential or day event.

Job title	Bookings and Ministry Administrator	21 hours per week
Department	Ministry Team	
Main purposes of job		
1.	To ensure the Centre and bookings office receive timely and efficient administrative support.	
Key tasks		
1.	Assist with telephone calls, messages and answering enquiries ensuring compliance with data protection requirements.	
2.	Process and inputting data relating to residential and day course bookings.	
3.	Invoicing guests and delegates for bookings.	
4.	Assist with the monitoring and processing of booking payments.	

5.	Ensuring all required documentation has been received from residential guests by the required date.						
6.	Preparation of welcome packs for residential stays and other associated residential stay administration.						
7.	Assist with database email shots through Salesforce.						
8.	Assist with planning practical requirements for day courses and booking volunteer assistance						
9.	Comply with Harnhill's policies and procedures.						
<b>Required Skills</b>							
1.	Excellent listening skills and the ability to communicate effectively with a wide range of people, in person, electronically and over the phone.						
2.	Good time management.						
3.	Ability to work well in a team environment, with staff and volunteers						
4.	Strong organisational skills with the ability to work calmly and efficiently with conflicting priorities and manage different tasks during busy periods						
5.	Strong computer skills, specifically database skills and ability to learn quickly						
6.	Ability to maintain focus on the completion of tasks, with an eye for detail						
<b>Key relationships</b>							
	<table border="0"> <tr> <td>Director of the Centre</td> <td>Administration Team</td> </tr> <tr> <td>Ministry Team</td> <td>Housekeeping Team</td> </tr> <tr> <td>Bursar</td> <td>Volunteers</td> </tr> </table>	Director of the Centre	Administration Team	Ministry Team	Housekeeping Team	Bursar	Volunteers
Director of the Centre	Administration Team						
Ministry Team	Housekeeping Team						
Bursar	Volunteers						
Reporting to	Director of the Centre						