**PERSON SPECIFICATION**

**Booking Services Coordinator**

**Vacancy Ref: 0808-23**

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| **Criteria** | **Essential/ Desirable** | **Application Form / Supporting Statements/ Interview \*** |
| To be able to demonstrate relevant experience in a similar role in the hotel/conference/hospitality industry experience when applying for this post | Essential | Application Form/Interview/Supporting Statements |
| Able to demonstrate experience of working under pressure with the ability to prioritise competing deadlines, whilst remaining adaptable to changing working demands and environments | Essential | Interview |
| Able to demonstrate the ability to supervise a team and take the lead on events | Essential | Application Form/Interview/Supporting Statements |
| Able to offer a consistent and high standard of customer service including experience of dealing with a range of customer queries/concerns in a professional manner. | Essential | Interview |
| Evidence of the Ability to act on own initiative and being proactive in finding solutions to problems | Essential | Supporting Statements/Interview |
| Be an effective communicator - able to demonstrate excellent communication skills, both spoken and written, to deal with a wide diversity of people. | Essential | Application Form/Supporting Statements/Interview |
| The ability to present information in an accurate and appropriate format, including forward planning and rotas | Essential | Application Form/Supporting Statements/Interview |
| Be a Team Player with the ability to co-operate as part of a wide team and to have a flexible approach to work. | Essential | Supporting Statements/ Interview  |
| Experience of using booking systems and Excel spreadsheet packages to be able to manage the team and to forward plan efficiently | Essential | Application Form/Supporting Statements/Interview |
| Experience of ensuring that Health & Safety and Financial Regulation processes and audits are in place | Desirable | Interview |
| GCSE in English and Mathematics and able to demonstrate excellent IT skills. | Essential | Application Form |

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* **Application Form** – assessed against the application form, curriculum vitae and letter of support. Applicants will not be asked to answer a specific supporting statement. Normally used to evaluate factual evidence eg award of a qualification. Will be “scored” as part of the shortlisting process.
* **Supporting Statements** - applicants are asked to provide a statement to demonstrate how they meet the criteria. The response will be “scored” as part of the shortlisting process.
* **Interview** – assessed during the interview process by either competency based interview questions, tests, presentation etc.