



SPORT IRELAND CAMPUS

Job Advertisement – Bookings Executive

JOB DESCRIPTION	
Job Title: Bookings Executive	
Job Location: Sport Ireland Campus, Snugborough Road, Blanchardstown, Dublin 15	
Hours: 37.5 hours per week, 5 days over 7.	
Reports to: Marketing & Sales Manager	

JOB PURPOSE:
<p>The Bookings Executive will be responsible for managing bookings and accounts, and providing best in class customer service.</p> <p>The role will require oversight of all the bookings for the Sport Ireland Campus and Morton Stadium.</p> <p>The role will also be collaborative as the Sales and Marketing team look to develop business plans for each facility on campus to ensure each unit performs at its maximum capacity, in a sustainable and community focused manner.</p> <p>The role will work as part of a 2 person team with a Bookings Assistant.</p> <p>The Bookings Executive will be responsible for Key Accounts such as large NGBs, large events and will also be allocated responsibilities such as:</p> <ul style="list-style-type: none">- Projects/ project management- Sales / business development - Opportunity Analysis- Reporting on usage/ trends

Responsibilities	Tasks
Account and Bookings Management	<ul style="list-style-type: none"> ● Take bookings by phone/e-mail and in person ● Record all bookings on our System Including schools, clubs and swimming and diving lessons ● Continue to offer our clients a superior level of customer service and reliable account interaction ● Improve communication lines between certain key customers to ensure on time payments are made and booking procedures are adhered to. ● Run and analyse reports for Senior Management on usage through the bookings system ● Create pro-active leads and new business ● Set up meetings with NGB's, local community sports groups and teams ● Promote up-selling and cross selling of all product ranges and facilities. ● Work with Finance team to manage invoices, booking confirmations and debtors ● Liaise with the Sport Coordinators for all bookings, including National Governing Bodies, academies and one off and continuous events. ● Liaise with Duty Managers to ensure the smooth running of bookings & to get their input on how we can continue to improve different areas ● Assist marketing department to identify gaps and potential new markets/bookings. ● Assist the Director of Operations or the Commercial Manager on special tasks as they arise.

	<ul style="list-style-type: none"> ● Provide administrative input into the operations of the Sales Department/ Point of Sale ● Understand all of Sport Ireland Campus products and services in great depth, to allow seamless transition from the Marketing/ Business Development team to the Service Delivery team, when sales are converted.
Management / Leadership	<ul style="list-style-type: none"> ● Promote the vision, values and mission of the company in the delivery of all services. ● Maintain confidentiality on all matters relating to service users, ex-service users and general business ● Have a flexible approach to work in response to business change, development and review of best practice ● To undertake all reasonable duties as requested by the Marketing & Sales Manager and other senior managers.
Standards	<ul style="list-style-type: none"> ● Ensure department NOPs are adhered to at all times and reviewed to ensure they continue to meet company, H&S and legal requirements, particularly in the areas of Data Protection and Child Protection. ● Adhere to and implement all company policies & procedures ● Keep accurate records in relation to all aspects of work and prepare reports as required.
Customer Service	<ul style="list-style-type: none"> ● Champion customer service on the campus and support initiatives in this area ensuring their connection with brand values ● Assist in provide promotional material, information and training support for the Customer Service Department for selling new products
Internal and External Relationships	<p>Internal</p> <ul style="list-style-type: none"> ● Marketing & Sales Manager ● Chief Operations Officer ● Senior Management Team ● Head of Customer Service ● All NSC staff <p>External</p> <ul style="list-style-type: none"> ● Sports Ireland ● NGB's on site on campus ● External customers/clients

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The above contains the main outline of duties. However it is inevitable that tasks may arise which may not fall within the remit of the above list of main duties. Employees are required to respond with a flexible approach when ad hoc tasks arise which are not specifically covered in their job description. Should an additional responsibility become a regular part of an employee's job, the Job Description will be amended to reflect this.

<p>JOBHOLDER ENTRY REQUIREMENTS: <i>Identify the essential knowledge, skills and behaviours required.</i></p>
<p>Education & Related Experience:</p> <ul style="list-style-type: none"> ● Qualification in Business or equivalent experience. ● 3 years' experience in a commercial environment. ● Experience with bookings systems/software ● Experience in a high volume transaction environment that requires accuracy and concentration. ● Good negotiation skills ● Excellent People Management skills ● Excellent Communication skills ● Strong interpersonal and communications skills ● Excellent organisational skills with proven ability to meet deadlines and anticipate needs as required ● Excellent Knowledge of MS Office applications
<p>Key Behaviours</p> <ul style="list-style-type: none"> ● Accuracy in all work ● Good influencing skills ● Flexible approach to work and ability to prioritise under pressure ● Ability to identify problems, and solve them ● Ability to use own initiative appropriately ● Proven ability to be solution focused and to cope with competing demands ● Committed to a high quality service ● Reliability, confidence, energy, trustworthiness, hardworking and discreet