



JOB DESCRIPTION

JOB TITLE	Bookings & Events Coordinator
SALARY	Grade F
RESPONSIBLE TO	Commercial Manager
TEAM	Business Management
DATE REVIEWED	August 2025

Job Overview

As Bookings and Events Coordinator, you will coordinate all facility hire and event bookings, deliver high levels of customer satisfaction, and build strong relationships with local businesses, clubs, and community organisations. This role plays a key part in optimising space and service usage, increasing both peak and off-peak occupancy, while ensuring smooth administrative support to the Operations Team.

Job Purpose

- Coordinate the administration of bookings at all Volair facilities to ensure effective utilisation and availability.
- Use the Leisure Management System (LMS) to maintain accurate and up-to-date booking records.
- Facilitate effective communication between customers and the operations team to ensure all booking-related compliance requirements are met, including adherence to applicable regulations.
- Be proactive in maintaining strong relationships with customers to encourage repeat bookings.
- Proactively contribute to the development and enhancement of Volair's bookings & events programme to maximise all revenue opportunities.
- Contribute to lead generation and sales conversions.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

- Act as the first point of contact for all booking-related enquiries – providing clear, helpful, and timely communication.
- Ensure excellent customer service throughout the inquiry, sales, and booking process.
- Resolve issues efficiently and professionally to maintain a high level of customer satisfaction.
- Coordinate bookings at all Volair facilities, liaising with other departments and customers as necessary.
- Ensure all booking & event details and documentation are accurate, well-organised, and professionally presented to deliver a high-quality experience for the customer.
- Manage all associated administrative tasks independently, demonstrating confidence and efficiency across relevant systems and processes.
- Ensure event & facility hire bookings are inputted onto the LMS and that required documentation is received, and relevant discounts are only applied in line with set discount policy.
- Lead on negotiating bespoke booking packages with external clients and partners.
- Manage and reconcile booking-related income, ensuring financial accuracy and addressing discrepancies with the finance team.
- Contribute to annual budget forecasting by analysing historical booking revenue and advising on projected income targets.
- Liaise with internal teams to ensure readiness of spaces and equipment.
- Liaise with external contractors & partners when required for bespoke booking requirements.
- Ensure all booking-related compliance requirements including adherence to regulations are managed appropriately.
- Build and maintain relationships with key customers, local businesses, clubs and community organisations to support repeat bookings and long-term partnerships.
- Identify opportunities to increase off-peak usage through proactive outreach, partnerships, and promotional activity.
- Proactively contribute to the development and enhancement of Volair's event programme.
- Work with the marketing team to develop campaigns or materials aimed at boosting facility hire & engagement.
- Suggest improvements to processes, pricing structures, or services offerings that support better space utilisation and customer satisfaction.
- Ensure the effective day to day management of the Bookings Team ensuring enquiries are dealt with in a timely manner.

- When required, act in a supervisory role to oversee bookings & events taking place at Volair facilities including attending and supporting in the delivery of events, supervising casual event staff during large-scale bookings or special events.
- To coordinate the Bookings Team to meet its performance targets/outcomes with a key focus on customer service, undertaking quality checks and highlighting any areas for improvement.
- Deputise for the Membership Team Coordinator as and when necessary.
- To understand Volair disciplinary processes and assist disciplinary investigating as and when required.
- Support on the effective, motivation, coaching, developing and management for the Volair staff in line with the PRD process, disciplinary process, annual leave and sickness.
- Support the recruitment, selection, appointment, training and PRD of staff in accordance with Volair Leisure visions and values.
- Assist with LMS & procedure training for all departments as required.
- Support the Management Team to drive the delivery of all commercial KPIs and make a valuable contribution to Volair performance.
- Provide hands-on support with event setup and breakdown, including the manual handling and safe arrangement of seating, tables, staging, and other equipment as required.
- Support the production of accurate and timely performance reports, detailing facility utilisation and growth opportunities.
- Represent the Business Management Team in relevant meetings and working groups.
- Support the wider Business Management Team to execute their duties.
- Undertake any other duties commensurate with the post and grade which contribute to the general purpose and objectives of the business.

General Responsibilities

- To liaise with staff and management within the company or other agencies as required.
- To uphold equal opportunities in employment, in advice and in service delivery.
- To comply with all requirements of the Health & Safety legislation and Volair policy, taking appropriate action where necessary.
- To comply with the company's Standing Orders and financial regulations.

Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals in danger.



Person specification			
Post title	Bookings & Events Coordinator	Reports to	Commercial Manager
Section	Business Management Team	Base	Any Volair Facility

Criteria	Essential requirements	* M.O.A
Skills, knowledge, experience etc		
1	Ability to embrace the values of Volair	A/I
2	Experience in coordinating events and/or facility hire bookings	A/I
3	Experience of configuring IT systems	A/I
4	Experience working with or building relationships with local businesses, sports clubs, or community organisations.	A/I
5	Effective written and oral communication skills.	A/I
6	Proven track record of delivering high standards of customer service	A/I
7	Demonstrate ability to coordinate schedules and facilities efficiently	A/I
8	Experience of developing administrative systems and processes	A/I
9	Ability to use Microsoft Office and other Volair IT software packages	A/I
10	Strong organisational skills with the ability to meet deadlines	A/I
11	Ability to work under pressure	A/I
12	Team player with ability to work independently and collaboratively	A/I
13	Knowledge of health & safety, risk assessments and compliance practices related to facility hire and events	A/I
Qualifications		
14	Level 3 Qualification in event management, hospitality, business administration or related field (Desirable)	A/C
Health and safety		
15	Ability to use equipment as instructed and trained	A/I
16	Ability to inform management of any health and safety issues which could place individuals in danger	A/I
17	Ability to operate and ensure customers safety at all times	A/I
Personal attributes and circumstances		
18	Ability to make decisions using analysis and judgement	A/I



19	Organised, detailed-oriented and able to manage time and priorities effectively in a busy environment	A/I
20	Commitment to continual professional development	A/I
21	Strong team player who collaborates well with other departments	A/I
22	Flexibility to work evening, weekends and Bank Holidays as required to support events, when required	A/I
23	Flexibility to work in any Volair facility as and when the business requires	A/I
24	Knowledge of health and safety issues and procedures.	A/I

***Method of assessment (*M.O.A)**

A = Application form **C** = Certificate **E** = Exercise **I** = Interview **P** = Presentation **T** = Test **AC** = Assessment centre

Date	Approved by authorised manager	Designation
20/08/2025	S.Goodwin	Head of Business Management



We have a positive attitude to the employment of disabled people and guarantee an interview to those who meet **all** the necessary criteria of the person specification.