The **Methodist** Church
In Poynton

Job title	**Room Booking Secretary**
Employer	Poynton Methodist Church
Reports to	Room Booking Management Group
Location	Based at Poynton Methodist Church, with flexibility to work from home at times
Hours	4 per week (on average)
Salary	Real Living Wage (currently £14.10 per hour)
Benefits	Paid holiday time Auto-enrolment into pension scheme Flexible working hours and location Access to training and development opportunities

About Poynton Methodist Church

Poynton Methodist Church is located in the heart of Poynton. Alongside its church worship services, the church acts as a community hub, with 3 rooms, a main church space and church hall available for hire to community groups, individuals and other organisations. As well as hosting family and youth groups, we are committed to our Eco-Church status.

Job Description

The Room Booking Secretary is responsible for administering the church's room bookings. As the main point of contact for hirers, you'll support them with bookings, billing and access, providing friendly and helpful customer service throughout. The role helps the church to ensure efficient and effective use of our facilities by our users, supporting the mission and values of the church.

Key responsibilities

- **Room Bookings Administration:**
  - Coordinate and oversee all room booking requests for church facilities.
  - Maintain and update the bookings calendar to avoid conflicts and maximize usage.
  - Liaise with users to confirm suitability, availability and provide booking confirmations subject to completion of appropriate documentation.
  - Handle cancellations and rescheduling requests efficiently.
  - Coordinate with other church employees and members regarding room maintenance, heating and other requirements.
  - Assist with promoting the venue hire services and events.

- **Administration:**
  - Meet hirers to agree hire agreements, arrange key handovers, and ensure compliance with church policies.
  - Issue invoices promptly and accurately and chase non-payment of invoices
  - Maintain records securely and in accordance with data protection guidance
  - Ensure that the building users have understood and are complying with building safety procedures.

- **Customer Service:**
  - Serve as the main point of contact for booking enquiries by phone, email and on occasion in person.
  - Assist church members, organizations, and community groups with their needs.
  - Address complaints or issues professionally and promptly.

Person Specification

We are looking for someone who has the following skills and attributes:

- Has good organization and time-management skills
- Has a friendly and welcoming approach, with good written and verbal communication skills
- Is proficient in IT systems such as email, word processing, spreadsheets
- Able to work independently and as part of a team.
- Has basic financial skills to issue invoices and monitor payments.

Although not essential, the additional experience would also be helpful:

- Previous experience in facility management, hospitality, or administration.
- Familiarity with the church environment and ethos.