



iSingPOP Bookings Coordinator

Job Description

Date:	September 2023
Hours:	Part Time, Term Time Only Monday – Friday (20 – 25hrs)
Salary:	£10.42 per hour
Work Location:	iSingPOP Office and Working from Home
Responsible to:	Operations Manager/Office Manager

Role

iSingPOP is part of Innervation Trust, a Christian charity that creates and develops music, creatives and projects to bring today's young people a message of hope. iSingPOP is a primary school singing, performing and resourcing project that helps children and families engage in Collective Worship in school, church and at home.

The iSingPOP Main Event includes 3 days in school learning a set of songs that focus on Christian values. During these days we share the good news of the gospel with the school community through engaging singing, dancing and teaching. These days are followed by 1 concert day with up to 2 concerts usually held in the local church the following week to celebrate the achievements of the children, school and church and to bring them together in worship. This is a wonderful opportunity to help build relationships between the school, church and local community and offers the church and school the chance to profile any events, activities, courses, support groups etc that are currently offered.

iSingPOP also provides additional on-line resources including Classroom Worship and The Pop Box and there are plans to expand this area further over the next year as we grow our team.

Workshops - We have a varied range of workshops available, this year we have focused on Lent and the Coronation Day.

Classroom Worship is a fun filled, interactive digital resource for Collective Worship provision in schools and for home learning. Classroom Worship is currently being used in over 250 schools nationwide every week.

The Pop Box is a fresh way to run church for kids and families – a pick and mix resource for church leaders, children and youth teams to access and enhance their services.

We are looking for Bookings Coordinator with two main areas of responsibility:

- 1) To book in, coordinate and promote projects across the UK
- 2) Working within the office team, to undertake all the practical administrative tasks required in running a busy office.

Specific Responsibilities

Bookings Coordination

- To follow up all enquiries received, either via the website, telephone or events, in a polite and efficient manner.
- To research and initiate new ideas to increase bookings.
- To correspond with the school and church regarding Main Event projects including sending out initial emails, booking in and attending virtual meetings and confirming all of the arrangements for the Main Event project.
- To ensure that all records of projects are kept up to date on the organisation database, including any correspondence between members of the team, school and church.
- To hand over all confirmed bookings to the operations group administrator for processing on the organisation database.
- To occasionally attend meetings and conferences/seminars with schools/churches/contacts to promote the Main Event project.
- To assist the Operations Manager generally to support bookings.

Office Administration

- To work alongside the current administrative team, led by the Office Manager, to help with the general logistical operation of iSingPOP nationally
- To deal with email, post and phone enquiries effectively, carrying out any actions which arise, in a polite, and friendly manner
- To help process the paperwork involved in the Main Event Project including liaising with schools, churches and parents.

- To assist with the merchandise sales, monitoring orders, liaising with the suppliers and answering customer enquiries.
- To monitor merchandise concert kit levels, and ordering more stock from the suppliers when required.
- To help with the Classroom Worship administration, ensuring all schools receive their subscription, and dealing with any enquiries relating to this.
- To process Pop Box sales, recording order details and ensuring the products are sent out to the customer promptly.
- To ensure all office documentation is stored in an organised, responsible and safe way.
- Maintain and order both project and office supplies as necessary or as requested.
- To provide administrative support for other members of the team.

Other Duties

- To take care of any office equipment provided and report any issues in a timely manner.
- To manage and maintain contact databases in line with GDPR.
- To attend team meetings, training and prayer days.
- To undertake any further duties requested within the remit of this post.

Requirements of the Position

The Bookings Coordinator requires a positive, friendly and confident nature, able to liaise with schools, staff, church members and the general public. This position is a vital role within the organisation - the Bookings Coordinator should be able to deal with a high- volume, varied workload, being able to organise, make appropriate priority judgments and assure timely completion of assignments. Of particular importance is the capability for professionalism and accuracy of all aspects of this role, as well as being able to cope under pressure. An element of flexibility is essential.

The successful candidate will be an all-rounder – hard-working, well-motivated and able to take initiative and make wise decisions in order to deal with the unexpected. They will have an ‘easy’ and approachable personality, be pleasant and courteous with excellent communication skills and an ability to relate well to all people including schools, churches and other members of the team.

Person Specification

Skills & Abilities

- Excellent organisation, administrative and communication skills
- Be comfortable with selling on the phone or online.
- Able to plan and organise own work, working both independently and as part of a team.
- Ability to build strong, healthy relationships with staff, schools and churches.

- Problem solving ability and flexibility to multi-task and make adjustments to accommodate unanticipated changes
- Excellent IT skills

Relevant Experience

- Previous Administrator or bookings experience
- Understanding of safeguarding issues

Other Requirements

- Serve God with a servant heart
- Behave in a manner which is courteous, professional and honouring to God whilst at work and during your own time
- Able to own and share the vision, aims and values of iSingPOP with a wide variety of people
- Refrain from pursuing or promoting competing or similar ministry activities which would have a detrimental effect on any part of Innervation's work
- Dress appropriately
- An eagerness to learn and develop, to try new things and work with flexibility and enthusiasm
- Be confidential, loyal and discrete

This post is subject to an Occupational Requirement under the Equality Act 2010.

The post holder must be able to reflect, lead, and participate in, the core Christian ethos and context of the organisation

The position is subject to an appropriate level of DBS disclosure.