



Preparing young people with skills for life

Campsite Booking Secretary Role description



The role – Campsite Booking Secretary

Role description

Purpose:	<ul style="list-style-type: none">• To act as the primary point of contact for visitors wishing to book a visit to the campsite, lodge and book activities and then process those bookings.
Appointed by:	<ul style="list-style-type: none">• Itchen South District Scouts
Responsible to:	<ul style="list-style-type: none">• Campsite Manager
Responsible for:	<ul style="list-style-type: none">• The management and processing of bookings for camping, the lodge and activities at the site.
Key Alliances:	<ul style="list-style-type: none">• Campsite Manager• Campsite Warden• Bookkeeper• Activities Co-ordinator
Internal contacts:	<ul style="list-style-type: none">• Scouting groups visiting the site
External contacts:	<ul style="list-style-type: none">• Non-Scouting groups visiting the site
Key tasks:	<ul style="list-style-type: none">• Ensure that all users and visitors to the site have a quality experience.• Handle enquiries from visitors to the site, via telephone, email or the website following the site booking policy in a timely manner.• Collate all bookings using the site booking system, ensuring that they comply with the site booking policy.• Liaise with Activities Co-ordinator in the processing of activities bookings.• Liaise with the Bookkeeper in the raising of invoices and payments received.• Liaise with the Campsite Warden to ensure they are aware of forthcoming bookings and visits.
Time commitment:	Approx. 5 hours per week, weeknights/weekends.
Terms of appointment:	Voluntary role. 3 years with the possibility of extension after appointment review.
Expenses:	Any reasonable and appropriate expenses incurred will be reimbursed.

Person specification

Skills and abilities:

- Communicate effectively both verbally and in writing.
- Plan, manage and monitor own tasks and time.
- IT skills - Use computer technology, e.g. email, spreadsheets, booking database, calendars.
- Able to work as part of a team.

Personal qualities:

- Acceptance of the fundamentals and key policies of the Scout Association.
- Provide accurate advice and guidance to others.
- Flexible approach.
- Resourceful, energetic and enthusiastic.
- Self-motivated.

How to apply

Key dates

The closing date for applications is **19 November 2018**

Process

To apply for this role, please complete the [Application Form](#) and return completed applications to volunteer@isdsc.org.uk

Interviews will be held after the application sift.

Further information

For an informal conversation or to find out more about the role please contact our District Commissioner on mark.langdown@isdsc.org.uk