



## **Bookings Officer Job Description**

**Responsible to:** Head of Audiences

**Key relationships:** Head of Operations and wider Operations team. Education and Creative Programme Team.

### **Main Purpose of Position**

Discover's Bookings Officer looks after the day to day setup and function of Discover's CRM system, Spektrix – and is the first point of contact for customer enquiries via phone or email. They are the centre of the customer booking process and lead on championing excellent customer service at Discover, including communicating customer information to the Operations team for smooth on-the-day operations at Discover.

This role sits within the Audiences team, working alongside the Marketing and Design Manager and Marketing and Events Assistant.

### **Duties include:**

- Working with the Audiences and Operations teams to take responsibility for overall administration and management of Discover's bookings system, Spektrix
- Answering Discover's main phone line, including checking voicemails, and email inbox – passing on queries to relevant teams.
- Working with the Operations and Creative Programming teams to create the daily schedules for Discover's operation.
- Helping train staff (primarily VSAs) in the use of Spektrix's sales functionality.
- Being a key lead in Discover's customer service ethos and function
- Managing the sales and administration of school bookings
- Managing the sales and administration of birthday party bookings

### **Specific Responsibilities**

#### **Spektrix**

- Assist the Operations team with the rota, staff availability and schedules.
- Operating as a key lead on the administration and use of the Spektrix CRM system, including:
  - Liaising with Spektrix to ensure smooth running and optimum use of the system.
  - Creating and editing all events and instances on the Spektrix system.
  - Setting up all other Spektrix functionality, such as memberships and offers.
  - Supporting VSAs and the wider team with training in the use of Spektrix for sales.
  - Working with the rest of the Audiences team to ensure Spektrix and the Discover website work seamlessly together.
  - Assisting with – and offering training where necessary – on basic reporting from Spektrix.



- Processing phone and email bookings – including those from schools and for birthday parties.

### **Customer Service**

- Communicating with all visitors and other stakeholders in a professional and friendly manner.
- Taking a proactive role in ensuring Discover's customer service ethos is represented in all customer exchanges – including assisting with training of customer-facing staff.

### **Schools**

- Managing the sales and administration of all Discover school bookings – being the first point of contact for all schools.
- Ensuring school visit information is recorded effectively in Spektrix
- Liaising with the Finance team to ensure schools are invoiced and pay on time.
- Sending relevant information and correspondence to schools.
- Managing any school queries, cancellations or complaints – working with relevant teams where necessary to resolve.
- Working with the Audiences and Education teams to monitor school sales and take proactive steps to encourage bookings.
- Feeding back to the Audiences and Education teams on patterns of school bookings and other key interactions.

### **Other**

- To lead on the sales, administration and oversight of Discover's Birthday Party offer.
- To lead on the creation of the Discover daily schedules – working with the Operations and Creative Programming team.
- To hold and communicate key information – particularly regarding Birthday Parties and School bookings – to the Operations team for on-the-day operations.
- Work with the Development and Finance teams to report on and process Spektrix reports for Gift Aid claims.

### **General**

- To work with the Discover team to ensure the successful development of Discover
- Attend and feedback to team and company meetings when appropriate
- To undertake any other duties which may be reasonably requested.

### **Person Specification:**

#### **Essential**

- Experience of working in an office or other administrative environment.
- Experience of working in a customer service role
- Excellent organisational skills
- An ability to follow instructions carefully and to be proactive when necessary.
- Commitment to Discover's vision and mission



- Commitment to inclusion and equality of opportunity
- Strong IT literacy, including use of Microsoft packages (including Outlook, Excel and Word).
- A calm, positive and collaborative approach

### **Desirable**

- Experience of CRM booking systems – ideally Spektrix
- Experience working in the arts, heritage, charity or publishing sectors
- Experience of working with a family and/ or school audience

### **Type of Contract**

This post is offered as a full-time, permanent contract.

### **Working Hours**

General working hours are 35 per week – with a one-hour unpaid lunch break. Standard working hours are 9.30am – 5.30pm with flexibility on request. 1-2 days per week can be worked from home, on agreement with your line manager.

The post holder will be required to submit to an enhanced DBS disclosure in line with Discover policy.

### **Salary**

£28,000 per annum, Full time 35 hours per week.

### **Holidays**

Annually 25 days plus 8 bank holidays.

This job description reflects the requirements of Discover as of September 2026. The role and duties of the post are subject to change in line with the future development of Discover. The Board reserves the rights to make such changes as are necessary and any changes required will be discussed with the post holder as appropriate