Job Summary

The Room Hire Coordinator is responsible for managing the end-to-end booking process for all church premises, acting as the primary point of contact for external and internal users. The goal is to ensure the efficient, safe, and welcoming use of church facilities whilst seeking to support the church's mission and ministry.

Key Responsibilities

1. Booking Administration & Customer Service

Enquiries: Act as the first point of contact for all room booking enquiries (phone, email, web, in-person).
Showings: Arrange and conduct viewings of the rooms for potential hirers.
Booking Process: Manage the full booking lifecycle, including issuing contracts, securing deposits, and updating the master calendar (e.g. Planning Centre).
Liaison: Maintain good relationships with regular users and community groups.

2. Financial Administration

Invoicing: Create, send, and process invoices for bookings.
Payment Tracking: Record payments, manage deposits, and chase outstanding debts.

3. Facility & Operations Coordination

Access Management: Administer keys and access fobs to users.
Liaison with Staff: Collaborate with the Caretaker/Cleaner, or Office Manager to ensure rooms are set up, clean, and equipped as requested before bookings.

4. Compliance, Safety & Security

Policy Enforcement: Ensure all hirers are issued the church's Room Hire Procedures, disclaimers and Code of Conduct.
Compliance: Maintain data privacy in accordance with GDPR regulations.

Person Specification

1. Skills and Abilities:

Communication: Excellent verbal and written communication skills for dealing with a wide range of people.
Organisation: Strong administrative and time-management skills, with the ability to work independently.
IT Proficiency: Competent in MS Office (Word, Excel, Outlook) and willing to learn booking software (e.g. Planning Centre).
Customer Service: Friendly, professional, and welcoming demeanour.
Problem-Solving: Ability to handle difficult situations or complaints calmly.

2. Experience and Knowledge:

Experience in administration, customer service, or venue management.
Experience in basic accounting or invoicing.

3. Other Requirements:

Ethos: A sympathy with the beliefs and values of the church.

Availability: Flexibility required

Fixed Term Contract : 6 months – start date ASAP

Hours: Part-time, often 4-6 hours per week, some weeks may be more or less (flexible).

Pay: Self employed preferred @ £16.00 per hour but option to be employed on **RLW** £13.45

Location: Able to work remotely and at EBC as required.

Additional info: There is potential for additional admin hours and tasks as this role evolves.

Application: Please contact the church office by emailing mail@emmanuelbaptist.co.uk please attach a letter of application and a CV.

Closing Date: 9th March 2026