



SPACE4AUTISM
The Space Centre, 15-17 Mill Lane, Macclesfield, Cheshire, SK11 7NN
Telephone: 01625 617884 www.space4autism.com Info@space4autism.org
Charity No: 1189689 ©Space4Autism 2021

Fantastic Job Vacancy at Space4Autism Activity Booking Coordinator

To work at our Space Centre in Macclesfield

Space4Autism is a charity based in Macclesfield, Cheshire working and supporting ASC children, young people, adults and their families. We deliver around 3000 activities per year for all ages. You will be responsible for all the bookings and administration of our Social Clubs, appointments and activities along with the Operations Manager.

It would be desirable that you have knowledge of ASC but this is not imperative. We are looking for an individual who can work as part of our small team, be calm, welcoming and a good listener. The booking coordinator must be able to work under pressure as it can be very busy at certain times of the year and also be able to help and coordinate at our fundraisers.

Salary - £10-£12 per hour (Dependent On Experience)

Location - Macclesfield

Contract Type – 12 months contract

Weekly Hours – 20hrs per week to be discussed at interview

Overview of the Role:

The Booking Co-ordinator will be responsible for effectively and efficiently administering a large amount of events/activities bookings ensuring Space4Autism are able to meet / exceed their service deliverables from a quantitative and qualitative perspective for all members at all times.

Duties and responsibilities will include:

- To process referrals received by e-mail and face to face. Obtaining relevant information from the member. Creating member profiles on Charity Log and updating all internal computer databases when required.
- Liaising with our Operations Manager with regards to new bookings for appointments and activities.
- To review members registration forms to arrange appropriate signposting as necessary.
- To maintain accurate and up to date records of all members in accordance with Space4Autism's processes and procedures and within agreed timescales.
- To ensure that all statistical information is captured and any exceptions in relation to given time frames are reported.
- To ensure that the members are kept up to date on all activities as required.
- To ensure working to Consent and Data Protection Act regulations at all times and to report any breaches immediately to the Chief Officer.

- To ensure all risk is managed appropriately and any digressions are immediately escalated to the Operations Manager.
- To despatch communications (reports, emails, telephone calls) to relevant parties to ensure bookings are processed effectively and efficiently and within agreed specified timescales.

Skills, Qualifications and Experience required include:

- Previous experience working in a fast paced customer service/charity environment
- Demonstrable ability to prioritise and organise a workload of changing priorities in a fast-paced environment
- Excellent telephone Manner
- Excellent verbal and written English communication skills
- Good working knowledge of excel, word, outlook, bespoke database, preferably worked with Charity Log
- Excellent attention to detail
- To have an understanding of the importance of policies and operating procedures

For an application form please contact:-

Cheryl Simpson MBE

Co-founder and CEO

Space4Autism

cheryl@space4autism.org

Space4Autism is fully committed to equality of opportunity and diversity, and we welcome applications from all suitably qualified candidates. All applications will be considered solely on merit.

Space4Autism is committed to safeguarding and promoting the welfare of its members and successful candidates will be subject to a DBS check.