



Bookings Administrator

Hours: 30 hours per week

Reporting to: Centre Manager

Salary: £20,400–£22,400 per annum

(£25,500–£28,000 FTE, depending on experience — see below)

Closing date: Midnight, Monday 6th April 2026

A Role That Really Matters

Crofton Community Hub is entering an exciting period of transformation. Following real conversations with our local community, we're working hard to create a centre that is genuinely valued, well-used, and something the people of Hill Head and Stubbington are proud of.

To make that happen, we need to get the basics right — and that starts with how people experience us from the very first enquiry. The Bookings Administrator is the first point of contact for many of the groups, organisations, and individuals who hire space at the centre. You'll be the person who makes things feel easy, professional, and welcoming — and who keeps everything running smoothly behind the scenes.

What You'll Be Doing

This is a varied, people-facing administrative role at the heart of the centre's day-to-day operations. You'll own the bookings process end to end — from responding to an initial enquiry through to issuing invoices and making sure payments are received. You'll build relationships with our regular hirers, keep accurate records, and make sure every booking is set up correctly and compliantly.

Day to day, your work will include:

- Managing bookings enquiries promptly and professionally, by phone, email, and in person
- Maintaining the bookings system and calendar, keeping availability accurate and up to date
- Ensuring all bookings comply with our Premises Licence, safeguarding requirements, and relevant legislation
- Issuing invoices, tracking payments, reconciling income, and following up outstanding balances



- Building positive, professional relationships with hirers and supporting them to get the best from the centre
- Coordinating setup information and access arrangements with the wider team
- Supporting the marketing of room availability and helping improve the bookings experience over time
- Contributing to the smooth running of the centre more broadly, including occasional support for evening or weekend events

What We're Looking For

We'd love to hear from people who bring some or all of the following:

- Strong administrative skills and excellent attention to detail
- Experience of working in a customer-facing or client-liaison role
- A digital-first approach to how you work – comfortable using software and online tools to manage tasks, keep records, and communicate, and confident picking up new systems with support
- Good written and verbal communication skills
- An ability to handle invoicing, payments, or basic financial processes accurately
- An understanding of, or willingness to learn about, compliance and licensing requirements
- The ability to manage a varied workload, prioritise well, and stay calm under pressure

Experience working in a community, charity, leisure, or events setting would be great – but it's not essential. We'll provide full training on all the systems we use, so you don't need to arrive knowing them. What we do need is someone who's naturally comfortable in a digital environment and happy to embrace technology as part of how they work. Beyond that, what matters most is that you're organised, friendly, reliable, and genuinely care about doing the job well.

Salary & Development Pathway

We want to be open about pay, so here's how we've approached it. This is a 30-hour role, so we've set out both the actual salary and the full-time equivalent (FTE) to make it easy to compare:



Fully experienced candidates – those who meet all or most of the criteria and can step into the role confidently – can expect **£21,600–£22,400 per annum (£27,000–£28,000 FTE)**, depending on experience.

Development pathway candidates – those who are enthusiastic and capable but may not yet tick every box – would start at **£20,400–£21,200 per annum (£25,500–£26,500 FTE)**, with a clear and structured pathway to progress as skills and confidence develop.

The development pathway is real and meaningful. We'll provide full training on our bookings systems, compliance obligations, Premises Licence requirements, and financial processes. For the right person, we'll also support wider professional development over an agreed timescale, with regular reviews and salary progression tied to your growth.

You Don't Need to Tick Every Box

We know that imposter syndrome is real. If you're reading this and thinking 'I'm not sure I'm qualified enough' – please apply anyway. We're more interested in who you are, what you can bring, and how much you care about doing good work than we are in a perfect CV.

What we're really looking for is someone who is warm and professional with the people who use our centre, organised and reliable in how they manage their work, and genuinely committed to being part of something that matters to the local community. If that's you, we'd love to hear from you.

How to Apply

To apply, please follow the link on the Crofton Community Hub website:
www.croftoncommunity.co.uk

If you have any questions about the role before applying, please email us at:
jobs@croftoncommunity.co.uk

We'll be reviewing applications as they arrive and may be in touch before the closing date – so we'd encourage you to apply early if you're interested.

Closing date: Midnight, Monday 6th April 2026

Interviews: Wednesday 8th April 2026

We will aim to hold interviews on Wednesday 8th April. If you are a strong applicant who is genuinely unable to attend on that date, please do let us know – we may be able to make alternative arrangements, though this date is our strong preference and we'd encourage you to keep it free if you can.



If you have any accessibility requirements for your application or interview – whether that’s the format of the application, the interview environment, or anything else – please email us at jobs@croftoncommunity.co.uk and we’ll do everything we can to support you.