



Job Title: Bookings and Customer Services Officer

Location: Mumbles Community Council offices, and as required, Underhill Hub and The Ostreme Centre.

Reporting to: The Services Manager, Mumbles Community Council Salary: NJC SCP 18-23 (£31,537 - £34,434)

Hours: Full Time 37 Hours per week

Contract Type: Permanent after three months probationary period

SUMMARY

Mumbles Community Council is seeking a proactive and organised individual to manage room and pitch bookings at Underhill Park and The Ostreme Centre in Mumbles. This role is central to ensuring smooth access to facilities for a wide range of users, including community groups, sports teams, private hirers, and internal stakeholders, while maintaining accurate and timely administrative and financial records.

KEY RESPONSIBILITIES

Booking Administration

- Act as the first point of contact for all hire enquiries by phone, email, and in person.
- Maintain an integrated and up-to-date bookings system for both sites.
- Process booking requests, confirm availability, and issue hire agreements and terms & conditions.

Customer Service & Liaison

- Welcome and support hirers on arrival, providing orientation on site-specific procedures including fire safety, room layouts and equipment use.
- Respond to routine enquiries regarding facilities at both locations.
- Assist members of the public with general enquiries regarding Council services

Administrative Support

- Maintain records of key holders, insurance documentation and safeguarding checks for relevant groups.
- Prepare regular reports on occupancy, booking trends, and usage patterns to support planning and marketing.

- Assist in the preparation of annual budgets and occupancy forecasts.
- Prepare monthly reports on income, bookings and outstanding invoices for the Responsible Financial Officer.

Marketing & Promotion (Under Supervision)

- Liaise with other officers to develop promotional ideas and an annual events programme.
- Help maintain an online presence by updating web pages and posting on social media.

PERSONAL SPECIFICATION

Essential Criteria

Experience

- Minimum two years' experience in a customer-facing, administrative, or booking role (e.g. hospitality, leisure, community services).
- Familiarity with online booking systems.

Skills & Abilities

- Excellent customer service skills: professional, responsive, and courteous.
- Strong organisational skills and attention to detail.
- Effective time management and ability to prioritise tasks.
- Numerate and confident with basic financial reconciliation.
- Competent IT skills: Microsoft Office (Word, Excel, Outlook) and basic familiarity with websites and social media.

Personal Qualities

- Friendly and approachable, with the ability to work collaboratively in a small team.
- Flexible and willing to adapt to changing schedules, including occasional evening/weekend cover.
- Reliable, punctual, and committed to high standards of service.

Desirable Criteria

- Experience in a leisure or community centre environment.
- Knowledge of local community groups (e.g. sports clubs, arts organisations, charities).
- Understanding of GDPR and data protection principles.
- GCSEs (or equivalent) in English and Maths, or demonstrable experience in a relevant customer service/administrative role.