

TRINITY COMMUNITY ARTS

BOOKINGS & ADMIN ASSISTANT



RECRUITMENT INFORMATION

Thank you for your interest in the role of Bookings & Administration Assistant.

Enclosed within this application pack you will find:

- Information about Trinity Community Arts
- Job description
- Person specification
- Trinity Recruitment Policy

HOW TO APPLY

To apply, please download/complete an online application form by visiting [here](#) and Equal Opportunities form [here](#). Please email to info@trinitybristol.org.uk with " Bookings & Administration Assistant" in the subject line.

Please note we do not accept CV applications.

CLOSING DATE

Closing date Sunday 6th April. Interviews held week commencing 14th April. This job advertisement will remain active for three weeks as we are keen to appoint someone ASAP.

If you encounter any accessibility challenges that hinder your ability to apply, within the stipulated timeframe, please contact us at info@trinitybristol.org.uk.

The applicant shortlisting process will not commence until after the application deadline. As part of the evaluating process, we will score applicants anonymously and against the specified job requirements.

Interviews will be conducted with a select panel to ensure fairness and interview questions will be shared in advance of the interview.

If you encounter any accessibility challenges that hinder your ability to apply within the stipulated timeframe and/or require any additional support to complete your application, please contact us at info@trinitybristol.org.uk.

We are committed to understanding your circumstances and providing the necessary support to facilitate your application process.

ABOUT

Trinity is one of Bristol's leading cultural institutions, committed to making the arts accessible to all. Through a diverse range of events, workshops, and community-led initiatives, we foster creativity, inclusion, and engagement.

We're looking for an organised and enthusiastic Bookings Assistant to support our venue operations, ensuring we capitalise on available spaces while maintaining excellence in customer relations.

We provide a progressive programme of arts and cultural events, social activities, and projects, giving people space to come together, create, connect, learn, share and celebrate.

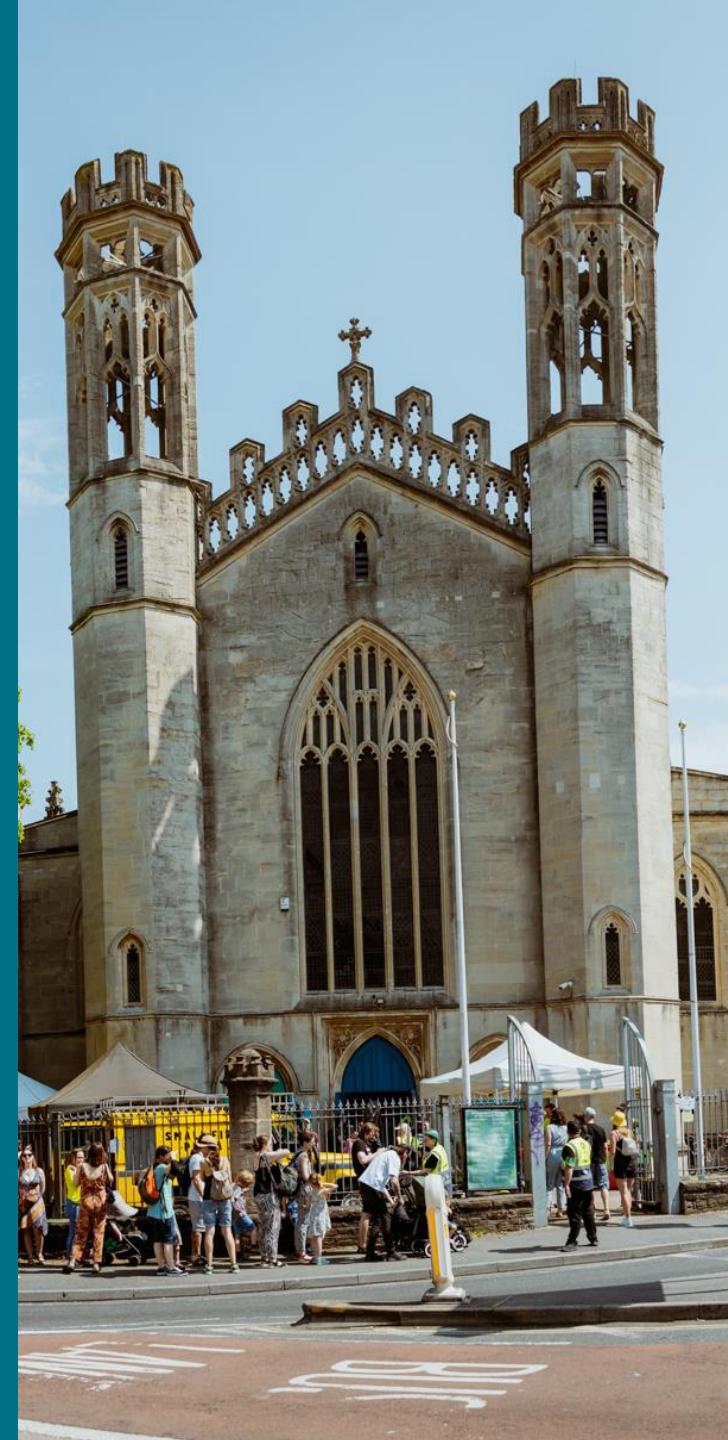
The Trinity Centre is a much-loved historic landmark. This cultural hub for East Bristol is one of the city's few remaining independent, live music venues, and is used by over 70,000 people each year.

People living locally to Trinity lead rich cultural lives. There is a breadth of taste and appetite for a variety of opportunities and ways to be creative. So, we keep our definition of arts and culture broad and our framework flexible.

The Centre's colourful history has embedded it firmly in the hearts and minds of generations of Bristolians. Our shared heritage is a powerful source of social capital, enabling people from different backgrounds to build commonality and a sense of shared pride.

Working with over 200 partners annually, we provide a programme of contemporary, participatory, socially engaged arts, engaging 70,000+ people across over 1,000 events and cultural experiences.

Our position, track record and approach mean we are uniquely placed to empower communities through arts; improving individual well-being, building communities and enhancing society in pursuit of our vision: creative expression for all.



OUR VISION & MISSION

Trinity's vision is for everyone to have the opportunity to access and shape arts and culture because we believe art improves individual well-being, empowers communities, and enhances society.

Our mission is to empower communities through the arts. We do this through providing a diverse programme of arts, heritage and cultural projects, activities and events.



ROLE OVERVIEW

We are looking for a Bookings and Admin Assistant to take day-to-day responsibility for managing booking enquiries, company administration, and reception duties. The candidate will be integral in the bookings process, ensuring events run smoothly both in the lead-up and on the day.

You will play a proactive role within the Trinity team, acting as the first point of contact for bookings, securing new business, ensuring excellent customer service, and helping maximise the use of venue spaces.

Additionally, you will serve as the main staff member on reception for three days a week, ensuring a welcoming and professional front-of-house experience.

As part of our commitment to staff development, we will work with you to design a Continuing Professional Development Plan (CPD) tailored to both your role and wider organisational needs. This will include access to internal and external training opportunities.



Job description

BOOKINGS & ADMIN ASSISTANT

Contract type: Permanent

Job Title: Bookings & Admin Assistant

Responsible to: Bookings & Finance Co-ordinator

Hours: 37.5 hours per week (full-time)

Rate of Pay: £12.60 p/h (FTE £24,570)

Annual Leave: The holiday year runs from April to March.

Full-time employees of Trinity are entitled to 21 days paid annual leave plus bank holidays, based on 37.5hrs/5-day working week. Entitlement will be calculated on a proportional basis in accordance with your hours and duration of contract.

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We are happy to consider flexible working arrangements including flexible start/finish times or compressed hours.

KEY RESPONSIBILITIES

BOOKINGS & ADMINISTRATION ASSISTANT

Event Bookings & Customer Relations

- Serve as the first point of contact for booking enquiries, ensuring a timely and professional response.
- Oversee a wide range of events, ensuring bookings are managed and delivered to a high standard.
- Manage the bookings calendar accurately and efficiently, gathering all relevant information in the agreed format.
- Work with colleagues to ensure seamless event coordination and outstanding customer service.
- Actively generate sales and maximise venue usage, including upselling and cross-selling services.
- Plan events from start to finish according to requirements, target audience, and objectives.
- Liaise with the Production Coordinator to ensure all technical requirements are met in advance.
- Create web listings and ticket links for events as required.
- Handle invoicing, ensuring payments are received in advance and following up on outstanding payments.
- Maintain a balance between commercial and charitable aims while booking events.

Event Delivery

- Ensure the smooth delivery of events, including set-up and pack-down.
- Welcome hirers and ensure the best possible customer experience.
- Prepare event spaces, checking for risks/hazards and ensuring all areas (halls, dressing rooms, stage, etc.) are ready.
- Liaise with hirers and the Production Coordinator to ensure event-day logistics run smoothly.
- Reset and prepare the venue for the next day's events.

Reception & Administration

- Serve as the main staff member on reception three days a week, providing a welcoming and professional front-of-house service.
- Circulate company information, including Trinity's weekly team update and communications with key stakeholders.
- Monitor the Trinity Info email account, responding to general enquiries and identifying opportunities for partnerships.
- Distribute mail and scan documents for forwarding to the relevant team members.

PERSON SPECIFICATION

BOOKINGS & ADMIN ASSISTANT

Essential Experience

- We are seeking someone who is:
- Highly organised with strong attention to detail.
- Passionate about arts and community engagement.
- Excellent at customer service and building strong relationships.
- Confident in working to targets and maximising venue usage.
- A great communicator with experience in administrative tasks.
- Able to work collaboratively across teams.
- Proficient in using booking systems and handling event logistics.

Additional Information

- Occasional evening and weekend work may be required.
- Training and development opportunities are available to support professional growth.

Further Information

Additional duties

It is in the nature of the work required that the tasks and responsibilities of the role will in many circumstances be unpredictable and varied. The position will therefore also be expected to undertake any other duties and/or responsibilities in connection with the organisation's direction of travel and operational activity, as directed, and which will not be covered in the job description.

These additional duties will normally be compatible with regular tasks and duties. If the additional responsibility or task becomes a regular or frequent part of the job, it will be included in the Job Description.

DBS Check

A basic check with the Disclosure and Barring Service (DBS) is required for this post, in line with our Safeguarding Policy.



Commitment to Equal Opportunities

Trinity is an Equal Opportunities employer and actively encourages applications from all backgrounds and communities. We recommended reading the job description and person specification thoroughly and describing exactly how you meet the requirements, as this is the basis on which candidates will be shortlisted for interview.

We make every effort to eliminate discrimination, direct and indirect, from our recruitment and selection process. Where applicable, reasonable adjustments will be made at each stage of the recruitment and selection process to reduce potential barriers faced by applicants and to give equal access to employment opportunities.

If you need this application pack in a different format, would like to submit your application to us in a different way (e.g., by video or sound file), or if you require any reasonable adjustments to the recruitment and selection process, please contact us via email at info@trinitybristol.org.uk or via telephone on 0117 935 1200.

Feedback

We will notify all candidates who have not been short-listed for interview. Due to the level of applications received for most posts, we do not provide detailed feedback at the application stage. The most likely reason for not short-listing is that other candidates matched person specification more closely.

We are committed to providing detailed feedback to candidates unsuccessful at the interview stage.

If you have questions, or would like an informal chat about the role, please get in touch. We look forward to receiving your completed application and thank you for your interest in the role.



TRINITY:



Photo credits: Alastair Brookes

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