

JOB DESCRIPTION FOR TEMPORARY CASUAL ADMIN ASSISTANT October 2025

A list of job duties associated with your job title is set out below. This job description is non-contractual, and the Company reserves the right to amend, withdraw or depart from its provisions at its discretion. Subject to the Company's business requirements you may be required from time to time to undertake other work within your capacity and the Company reserves the right to amend the job title and/or job description from time to time, on a temporary or permanent basis, to reflect your own development or the Company's business needs.

Job Title	Admin Assistant
Band	RLW
Team	Commercial team
Purpose of role	To sell Imago Venues facilities and services, responding to all incoming enquiries and proactively securing contracted business. To accurately coordinate all booking details from the initial enquiry to the point of delivery.
Reports to	Events & Reservations Sales Manager
Manages	n/a
Main duties	• Respond to incoming reservations and Christmas enquiries, check availability, and accurately input details on to the booking system. • Proactively follow-up on all Christmas enquiries to maximise conversion • Proactive telephone calls to both past and potential new customers to secure bookings and answer any queries that they may have • Administer booking contracts, deposit, and final payments. • Learning to use the booking systems and updating this with the relevant information in an accurate and timely manner • Recording on Christmas sales for reporting. • Managing event details for handover to operational delivery teams.

	• Accurately process any booking amendments, cancellations, and guest requests. • Support the Sales Coordinators with room allocations and delegate lists.
People skills	• Excellent communication skills, both verbal and written. • Great interpersonal skills with the ability to build and maintain strong relationships. • An inherent passion for always delivering fabulous customer service. • A strong team player who is kind, caring and accountable.
Technical skills	• Strong IT and telephone skills • Good numerical skills and financial awareness. • Excellent administration skills, with strong attention to detail. • Resourceful with the ability to work under pressure in a fast-paced environment, prioritise tasks and meet deadlines.

I have given a copy of the above to (insert name) and have explained all aspects of it.

Name of Manager (please print)

Signature of Manager

Date

I confirm that I have been taken through the above, understand it and have received a copy of it.

Employee name (please print)

Signature of employee

Date