



Mothership HQ Ltd

Job Title:	Bookings Team Assistant
Position reports:	Head of Bookings & Hire
Location:	London
Salary:	£10p/h on a freelance basis, plus company discounts
Term:	Ongoing
Full/Part Time:	Part – Time: 10am – 2pm Monday - Friday
Start Date:	ASAP
Closing Date:	June 23rd 2018

About the company:

Mothership Group owns and operate The Book Club, Queen of Hoxton, Hoxton Square Bar & Kitchen and Patterns in Brighton. Mothership produce 1,500 events every year that span across live, club, arts & culture and corporate hires.

What we're looking for

Our bustling bookings team are looking for an assistant to work at HQ from 10am – 2pm Monday – Friday on an ongoing basis.

You're the first experience our customers will have with us and you'll be kept on your toes dealing with enquiries across all four of our awesome venues.

With that in mind, you'll need to be:

- A bundle of energy who has a naturally friendly and personable disposition
- A meticulously organised and efficient multi-tasker
- Highly proficient in both written and spoken English
- Someone who has direct, first-hand experience using outlook and ideally CRM systems such as Design My Night
- A quick learner who is keen to get stuck-in with a positive, "can do" attitude
- Ideally someone who is familiar with and engages with our venues

What you'll be doing

You'll be working across phones, emails, and our CRM systems to handle:

- General customer enquiries including (but not limited to!) opening times, door policies, ticketing and guest list enquiries
- Area reservations and food and drink pre-orders
- Assisting our customers with information around our awesome events programming, including what to expect and how to book them
- Forwarding HQ calls and emails to the correct people

MOTHERSHIP

You will have had at least 1 year's worth of experience in a customer-facing role, preferably in hospitality. We're looking for someone who is committed to the job and sees this as a way to progress within the hospitality and events industry as opposed to just an extra earner, so please apply only if this sounds like you.

To apply, please email your CV to jennie@mothershipgroup.com, Head of Bookings & Hire