

Job Role: Booking & Enquiry Co-ordinator

We are looking for a friendly and approachable **Booking & Enquiry Co-ordinator** to join our growing team at 21CC Group.

Who We Are

Founded in 2000, 21CC Group are a fully integrated event management and service delivery company, pioneering in Event Design, Technical Production, AV, Fireworks, Pyrotechnics & Special Effects across the UK.

The five 21CC Brands, 21CC Events & Design, 21CC Productions, 21CC Hire & Sales, 21CC Fireworks and 21CC Pyro & Effects are closely intertwined, meaning that whilst they can be engaged individually, when used collectively, we can really take events to the next level.



At the heart of everything we do, has always been our team, our vision and our culture, using our unique core values, not only in our service delivery but in our day to day business dealings.

More information about 21CC Group, our staff and how we operate as a business can be found online at www.21ccgroup.com.

Outline Job Description

The Booking & Enquiry Co-ordinator role, lies across the whole 21CC Group, working alongside our teams in 21CC Fireworks, 21CC Productions and 21CC Pyro & Effects, you will handle customer enquiries, bookings and communications and act as a point of contact for the venues we service regularly.

Key Tasks/Responsibilities:

- Managing enquiries on the phone, by email and through our websites.
- Manage client bookings and communication.
- Issue and manage contracts and invoices.
- Venue liaison and management, including in person visits.
- Updating and maintaining internal CRM system.
- Greeting onsite visitors
- Enquiry tracking and follow up
- Attend Wedding Fairs and Shows to promote 21CC Services.
- Handle orders placed for our sister company the Edinburgh Fireworks Store

As part of your role, you will also:

- Assist the wider team with the delivery of projects, training will be provided as required.

- Assist the senior management team with Ad-hoc administrative tasks, as and when required.

Core Job Stats / Benefits:

- This is a permanent job role within 21CC Group
- The role is based on 40 hours per week
- Typical working hours will be 8:30am to 5:30pm Monday to Friday (flexible to suit business and personal needs). During busy periods, additional hours will be required, but will be remunerated in the form of time off in Lieu or additional payment.
- This is an office-based role at our new premises on Old Deans Road, Bathgate.
- Salary: £25k - £28K depending on experience
- Probation period: 3 months
- Holidays: 29 days (inclusive of statutory), additional days awarded for long service.
- Bonus: Annual winter bonus (subject to business performance).
- Pension: You will be added to the company pension following completion of a satisfactory probation period.

Experience & Skills:

- Great attention to detail
- The ability to work on multiple projects simultaneously.
- Experience within the events sector is preferable.
- Proven Sales Ability
- Information gathering and processing.
- Managing a varied work load, often to tight deadlines.

Additional Notes:

- Due to the location of our offices, you will need your own transport.
- Holidays may be restricted during peak season.
- Some additional hours and weekend work can be expected, this will be by prior arrangement.

How To Apply

To apply for this position within 21CC Group, please send your up-to-date CV with a covering letter to jobs@21ccgroup.com, with '**Booking & Enquiry Co-ordinator**' and **your name** in the title. In your covering letter please outline your key experiences that make you the right candidate for this role and explain why you would like to work with 21CC Group. The deadline for applications is **5pm on Friday 5th May 2023**.

