Registrations Administrator (Maternity Cover)

UK

We have an exciting new role at Hillsong UK.

Our Hillsong Conference Team is currently looking for a **Registrations Administrator on a Maternity cover contract.** The ideal candidate for this job is resourceful, a good problem solver and organised. Ensuring a steady completion of workload in a timely manner.

Description:
Hillsong UK conference department is responsible for our large events within the UK. These are Colour, Conference and Carols. One aspect of the conference department is the registrations team. The Registrations administrator will be efficient and comfortable being key team player.

The Registrations administrator will also be responsible for setting up strong processes internally and externally for delegates and staff to endure. This includes the building of a healthy registrations infrastructure, working with volunteer teams, staff and maintaining external relationships.

The Registrations administrator will have excellent communication skills, as this role will require daily communication with delegates, staff and volunteers regarding registrations, tickets, sales and refunds.

Summary of responsibilities:

- The ability to work with our Registrations Facilitator preparing good standard operating processes and materials for all Hillsong events.
- Creating new venues, events, and performances on our registrations system as necessary, and making any amendments necessary to existing events.
- Overseeing the processing of bookings and special booking offers requested by registrations facilitator and where necessary assisting in these duties directly.
- The primary point of contact for all Conference and Colour enquiries through phone calls and emails.
- Assist delegates with booking confirmations any additional enquiries by providing confirmation of bookings to support applications for future Conferences.
- Working with the Registrations Facilitator, to manage all Colour and Conference sales and refunds
- Build a strong working relationship with accounts departments to ensure feedback on progress is tracking and documented with payment process.
- Check all sales have been properly accounted for and liaise with accounts to ensure sales and refunds are invoiced and paid in a timely manner.

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- Provide reports regarding Hillsong events the Internal and external as required
- Manage the cleansing of data for all Hillsong events.
- Assisting with the coordination of transferring and refunding delegates
- Deleting delegates from the system once the correct payment process has been completed.
- Assisting the Registration Facilitator with communicating to staff & volunteers regarding the registration process, training and recruiting volunteers to assist with registration processing.
- Support the department by setting up and creating any minor events across church

Profile / Skills / Qualification:
- Good analytical skills
- Intermediate knowledge of Microsoft Excel and office programmes.
- Experience in Data Management.
- Experience in building and working through a team but also highly self-motivated.
- Thrive in a high-pressured environment.
- Excellent interpersonal and communication skills both verbal and written.
- Familiarisation with ticketing systems desirable.
- Highly organised and able to set up and work with a structured way.

If this sounds like you, we would love for you to apply today!