INSPIRE

Operations, Bookings & Sales Lead (Venues)

Part-time | 30 hours per week | Two-week rota | Alternate weekend working

Birthday leave | Christmas gifted leave | Free parking | Learning & development | Free holiday club places



Hello

At Inspire, we believe that every young person deserves the opportunity to fulfil their potential, regardless of the challenges they may face. As a leading youth charity in Suffolk, we are dedicated to empowering young people to raise their ambitions, build confidence and develop the skills they need to create positive futures.

Working alongside young people, families, schools, communities and employers, we provide a wide range of services that support personal development, emotional wellbeing, education, employability and social inclusion. Whether helping a young person overcome barriers to learning, improve their mental wellbeing, gain new skills, access mentoring or take their first steps towards employment, our focus is always on helping them achieve their goals and thrive.

Our approach is shaped by the voices of young people themselves. We listen, adapt and respond to their needs, ensuring that the support we provide is relevant, accessible and makes a lasting difference. Every interaction is an opportunity to inspire confidence, unlock potential and create pathways to brighter futures. Through our centres, community programmes, wellbeing services and partnerships, we work every day to create opportunities that enrich lives and strengthen communities. We are passionate about making a meaningful impact and are proud of the difference our dedicated teams make across Suffolk each day.

By joining Inspire, you will become part of a values-driven organisation where your work will have a genuine and lasting impact. Together, we help young people to be inspired, empowered and prepared for whatever comes next.

Our **Mission:**

Inspire is a charity dedicated to helping young people discover their purpose and fulfil their potential. Each year over 2,500 young people turned to us for support, guidance, and opportunities.

Our mission is rooted in the belief that every young person deserves the chance to lead a confident and fulfilling life. That's why we focus on all aspects of wellbeing–mental, physical, emotional, and social–to equip young people with the tools and guidance they need to succeed.

To make that all possible, we have an eclectic mix of brilliant people working to do great things for others. We're committed to creating a supportive working environment where both our team and the young people we serve can thrive. We hope this pack gives you a better understanding of who we are!

The **role:**

Title: Operations, Bookings & Sales Lead (Venues)

Reports to: Head of Facilities & Operations

Salary: £27,424 - £29,865 (FTE)

Hours of Work: 30 hours a week based at Ipswich site

Working Pattern: Two-week rota, including alternate weekend working

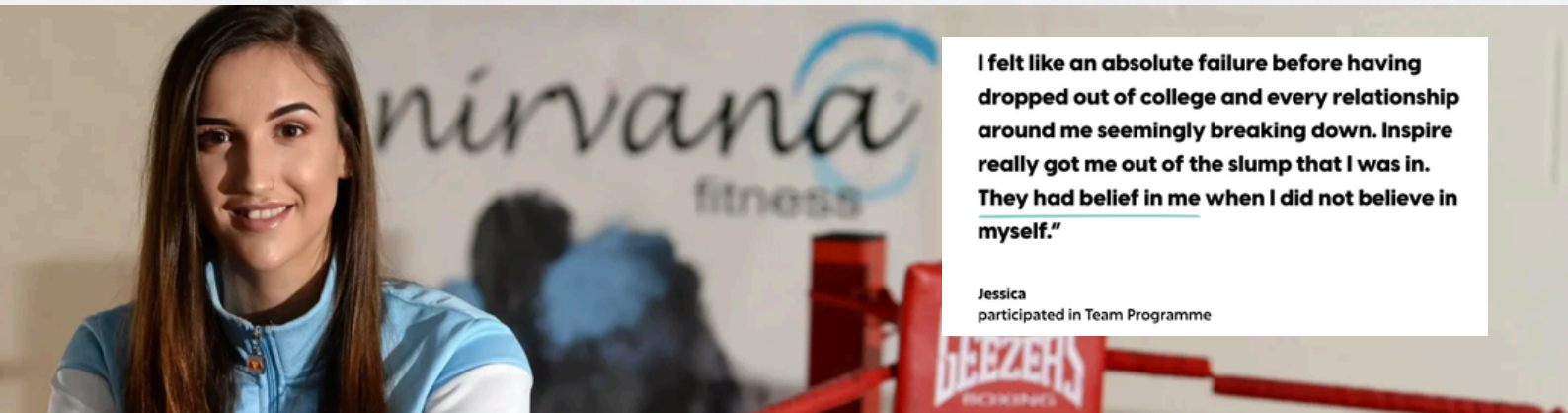
This is an exciting opportunity to take a leading role in the success and development of Inspire's venues. You'll lead and support our Facilities Assistant team, create a consistently excellent experience for customers and hirers, and help us grow the income generated through our spaces.

It's a varied, hands-on management role that brings together people leadership, venue operations, customer experience and commercial growth. You'll have the opportunity to shape how our venues operate, build strong relationships with customers and communities, and identify opportunities to increase bookings and repeat business. Importantly, the income generated through our venues helps support Inspire's wider charitable work with young people across Suffolk, meaning your commercial and operational success contributes directly to our wider purpose.

You'll work alongside another Operations, Bookings & Sales Lead as part of a structured two-week rota. Together, you'll provide consistent leadership and operational oversight, with clear communication and handovers ensuring continuity across the service.

We know that predictability is important when considering a part-time role. This position therefore works to a two-week rota of 30 hours per week, with the two postholders working complementary patterns to provide consistent leadership across our venues. The rota includes day, evening and alternate weekend working, meaning you will normally work one weekend and have the following weekend off.

Your usual working pattern and expected start and finish times will be clearly set out in advance. Some additional flexibility may occasionally be required for events, peak periods or colleague absence, but we want candidates to have a realistic understanding of the working arrangements before applying.



Key **responsibilities:**

At Inspire, we know that great venues are created by great people. This role is an opportunity to lead, support and develop a team of Facilities Assistants while helping our venues thrive as welcoming, safe and vibrant spaces for young people, community groups and commercial customers. Our venues host a varied programme of events, from wedding receptions and wakes to conferences, meetings and community events, so you will play a key role in making sure every booking delivers a welcoming, professional experience from initial enquiry through to the event itself.

There are two Operations, Bookings & Sales Lead posts working complementary rota patterns. While each postholder takes ownership of the venue operation during their working periods, you will work collaboratively to maintain consistent standards, priorities and communication across the service. Clear handovers and agreed areas of responsibility will help ensure continuity for our Facilities Assistant team and customers, while the Head of Facilities & Operations will provide overall leadership and accountability for the service.

Alongside leading people, you will help grow venue hire income, build strong customer relationships and ensure our facilities remain financially sustainable, enabling us to continue making a difference to young people across Suffolk.

The key objectives of the role are:

Lead our people

- Lead, motivate and develop the Facilities Assistant team.
- Coordinate rotas, resources and operational cover.
- Build a positive, accountable and customer-focused team culture.

Run great venues

- Oversee the effective day-to-day operation of our venues and events.
- Ensure venues are safe, welcoming, well prepared and compliant.
- Maintain consistently high service standards.

Grow our bookings and income

- Develop relationships with existing and prospective hirers.
- Convert enquiries into bookings and encourage repeat business.
- Identify opportunities to maximise venue use and sustainable income.

Work collaboratively

- Work closely with your counterpart to maintain consistent leadership across the rota.
- Maintain clear handovers, communication and shared oversight of priorities.
- Work with the Head of Facilities & Operations and wider Inspire teams.

The personal profile:

We are looking for an enthusiastic, people-focused and commercially minded leader who enjoys building strong relationships, supporting teams to succeed and delivering exceptional customer experiences.

As our Operations, Bookings & Sales Lead, you will play a central role in the success of our venues, leading and supporting Facilities Assistant staff while ensuring our spaces remain welcoming, well-managed and financially sustainable. You'll be equally comfortable motivating colleagues, coordinating busy operations, developing customer relationships and identifying opportunities to grow venue income.

You will be a confident communicator who thrives in a fast-paced environment, enjoys solving problems and can balance operational priorities with customer needs. Organised and adaptable, you'll be able to manage multiple demands, make informed decisions and maintain high standards, even during busy periods.

Most importantly, you will share Inspire's commitment to creating safe, inclusive and inspiring environments where young people can thrive.

We are much more interested in the skills and experience you can bring than the sector you've gained them in. You may currently work in hospitality, leisure, retail, events, venues, visitor attractions, community facilities or another busy customer-facing environment. What matters is that you're comfortable leading people, coordinating operations and delivering a great customer experience.

You will bring:

- Experience of supervising, coordinating or leading people in a busy customer-facing environment.
- Strong operational and organisational skills, with the ability to manage competing priorities.
- A commercial mindset and an interest in developing customer relationships, increasing bookings and growing income.
- Confidence communicating with customers, colleagues and community partners.
- A practical, solutions-focused approach and confidence taking ownership when challenges arise.
- Good administrative and digital skills, with the ability to use booking systems, databases and Microsoft Office applications.
- An understanding of the importance of health and safety, safeguarding and compliance.

You don't need to have worked for a charity or managed a venue before. If your experience has given you strong transferable skills in people leadership, operations, customer service or commercial activity, we'd be keen to hear from you.

The benefits:

Why Work for Inspire?

Join our fantastic team and help make a real difference to the lives of young people across Suffolk. At Inspire, we are committed to creating a positive, supportive and rewarding workplace where our people can thrive. In return for your skills, passion and commitment, we offer a range of benefits designed to support your wellbeing, work-life balance and professional development.

Our Benefits:

Competitive Salary
We offer a competitive salary package that recognises your skills, experience and contribution.

Professional Uniform Provided
Feel part of the team from day one with a high-quality uniform provided at no cost to you.

Learning and Development Opportunities
We are committed to investing in our people and offer access to training, development opportunities and career progression pathways.

Birthday Leave
Enjoy an extra day's paid leave each year to celebrate your birthday.

Christmas Gifted Leave
We provide additional gifted leave over the Christmas period, allowing you to spend more time enjoying the festive season with family and friends.

Increased Annual Leave with Service
We value loyalty and commitment. As your length of service grows, so does your annual leave entitlement, with the opportunity to earn up to five additional days.

Supporting working families
Free Inspire holiday club places for employees' children aged 5-11 while they are working.

Free On-Site Parking
Free parking is available at all Inspire locations.

At Inspire, we are proud to be an inclusive employer. We are committed to creating a workplace where everyone feels valued, respected and empowered to be themselves. We celebrate diversity, embrace individual differences and believe that a variety of perspectives strengthens our organisation and the communities we serve.

info@inspiresuffolk.org.uk
0330 055 0033

How to apply:

Closing Date: Tuesday, 10th November 2026 at 1700 hours

(Interviews will be held on Thursday, 19th November 2026)

If you have the right skills and experience to support our charity, then please apply by forwarding an up-to-date CV to Danielle Wright, Head of Operations at daniellew@inspirecharityuk.org

We want our recruitment process to give you the opportunity to learn more about Inspire and the role, as well as allowing us to get to know you. Our selection process will include an initial telephone conversation followed by a formal interview for shortlisted candidates.

Inspire is committed to creating an inclusive and accessible recruitment process. If you require any reasonable adjustments at any stage of the application or interview process, please let us know and we will be happy to discuss how we can support you.

We welcome applications from people with relevant transferable experience and recognise that great candidates do not always meet every criterion listed. If you are excited by the opportunity and believe your experience could translate well to the role, we would encourage you to apply.

Shortlisting and interviews will take place while the advertisement is live, which may mean the position is closed early if suitable candidates are found.

Inspire is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. All appointments are subject to pre-employment checks including an enhanced DBS check.