



Bookings & Facilities Manager

About Harvest Church and Alton Maltings

Harvest Church is a growing, multigenerational church made up of people transformed by Jesus and sent on his mission.

Alton Maltings is a community initiative of Harvest Church and a popular conference venue in Hampshire. It hosts a wide range of events and provides versatile meeting spaces for local gatherings, activities, and community use.

Role Overview

The Bookings & Facilities Manager is responsible for the successful day-to-day running and growth of Alton Maltings. The role ensures the venue is well-managed, welcoming, safe, and financially sustainable, maximising its impact for both Harvest Church and the wider community.

Key Responsibilities:

1. Bookings & Client Relationships

- Maintain accurate client records, booking schedules, quotations and invoices using the agreed CRM package.
- Reserve room space for external clients and church users, defining room set-up and service requirements to meet client needs.
- Respond to and follow up on all enquiries professionally, politely and promptly.
- Invite client feedback, aim for full client satisfaction and manage any customer complaints professionally.

2. Business Development

- Initiate & manage all marketing & business development activities for Alton Maltings to grow annual sales.
- Identify potential clients, including specific organisations and broader client groups.
- Win future business in collaboration with the Operations Manager.

3. Facilities

- Plan and commission work to maintain the structural integrity, safety and appearance of Alton Maltings, working closely with the Trustee for facilities.
- Ensure a Duty Manager and appropriate staff are rota'd whenever the building is open.
- Oversee housekeeping, caretaking, and room set-up and take-down as required.

4. Employee Relations & Staff Management

- Act as line manager for the Centre Assistants.
- Work positively within the organisational culture, encouraging colleagues to uphold high standards.

Person Specification

Essential

- A practising Christian able to reflect the aims, values, and ethos of Harvest Church at all times.
- Strong organisational skills, able to plan, prioritise, meet deadlines & self-manage.
- Team player with strong inter-personal & communication skills (written & verbal).
- Able to lead & supervise, to motivate, manage & develop both staff & volunteers.
- Approachable and personable, with the ability to relate well to people with and without a church background.
- Resourceful, able to cope under pressure, to use own initiative & to problem-solve.
- Flexible & adaptable, able to work well with others & alone.
- Proficient in the use of office technology.
- Committed to excellent customer service.
- Able to maintain confidentiality and appropriate personal boundaries.
- Willing to undergo an Enhanced DBS check.

Desirable

- Experience in facilities management.
- Experience in using CRM and bookings systems.
- Experience of customer contact & managing customer expectations.
- Experience of working in a customer-facing environment & of dealing with customer complaints.
- Experience of developing staff and managing performance.
- Previous success in marketing or promoting an organisation.

Job Details

Location: Alton, Hampshire

Salary: Starting salary of £29,000 to £32,000.

Hours: Monday-Friday

Contract: Full-time

Responsible to: Operations Manager

Benefits

- 25 days annual leave plus bank holidays
- Time off in lieu (TOIL) policy for additional hours worked
- Flexible working patterns where possible
- Opportunities for fully funded training through Commission training programmes
- Employer pension contribution

Occupational Requirement

This role carries a Genuine Occupational Requirement (GOR) under the Equality Act 2010 for the post-holder to be a practising Christian.

How to Apply

To apply for this role, please send a CV and covering letter to Nadia Eaton: nadia.eaton@maltings.life by 31 August 2026. We are planning to conduct interviews on 3 September 2026.

If you'd like an informal conversation prior to applying please get in touch using the same details.