

**Bookings & Events Administrator, DCU Sport**  
**Full time, Three Year Fixed Term Contract**  
**DCU SPORT**

DCU Sport proudly manages the award-winning sports facilities at Dublin City University (DCU). Overseeing the Sports Complex, Soccer Centre, Sports Campus, Sports Complex on St. Patrick's Campus, and Morton Stadium, we cater to staff, students, alumni, and the public. With a vibrant community of 5,000 members and a monthly footfall of 65,000, our award-winning facilities support numerous student clubs, elite teams, and individuals in their training endeavours. We are also the chosen venue for numerous national and international events. At DCU Sport, our mission is to deliver an exceptional sporting experience that connects, inspires and transforms our DCU Community.

## **THE ROLE**

This role will be based at DCU Sport (inc. Sports Complex, Soccer Centre, Sports Campus, St. Patrick's Sports Complex, Morton Stadium), Dublin City University, Glasnevin, Dublin 9.

The purpose of this role is to administer facility block bookings and events, ensuring seamless coordination between customers and staff. The candidate will ensure maximum occupancy throughout all sites, whilst ensuring bookers experience a high standard of facility hire at all times. The candidate must have an excellent ability to prioritise work and be capable of working on their own initiative and at a fast pace, when required. Data input, IT skills, administration, attention to detail and report generation are critical components of this role.

### **Bookings Administration:**

- Handle and process bookings and events for all sites via the booking system (Gladstone).
- Respond to customer inquiries, providing accurate information on availability, pricing, and terms.
- Maintain an organised booking calendar and ensure no scheduling conflicts.
- Prepare payment and invoicing information for the finance administrator.
- Maintain accurate booking records with customers.

### **Events Coordination:**

- Plan and coordinate events, from initial inquiry to post-event evaluation.
- Work with clients to understand their requirements and provide tailored event solutions.
- Liaise with internal teams (Duty Managers) to ensure event logistics are in place.
- Monitor event performance and gather feedback for continuous improvement.
- Maintain accurate records with customers.

### **Customer Service & Communication:**

- Serve as the first point of contact for bookings and event inquiries.
- Build strong relationships with bookers, both block bookings and once off bookers.
- Provide exceptional customer service and resolve any issues promptly.
- Maintain clear and professional communication via email, phone, and in-person interactions.

### **Administrative & Reporting Duties:**

- Keep accurate records of bookings, events, and customer interactions and ensure all Service Level agreements are up to date and accurate at all times.
- Input all bookings accurately into our bookings Management Systems (Gladstone).
- Generate reports on facility usage and revenue.
- Ensure compliance with health & safety and organisational policies for events and facility usage.

Any other duties, which may be assigned from time to time by the General Manager or his or her nominee.

## **WHAT WE'RE LOOKING FOR**

### **Professional Qualifications and Experience**

- We're looking for a candidate with a 3rd level degree, preferably sports related. Experience on membership databases and booking systems will be advantageous.

## **Personal Qualities**

- We're on the hunt for an ambitious, motivated, and highly organised individual with a passion for sports and the fitness industry.
- Previous experience in bookings administration, event coordination, or customer service.
- Strong organisational and multitasking abilities.
- Proficiency in booking systems and Microsoft Office (Word, Excel, Outlook).
- Excellent written and verbal communication skills.
- Ability to work independently and as part of a team.
- Problem-solving skills and the ability to handle high-pressure situations.

## **THE PACKAGE**

As a DCU Sport team member we want you to carve a career in Sports & Fitness and thrive in the role. At DCU Sport we believe that happy customers derive from a happy team! We encourage personal and professional development and cultivate an inclusive culture where every voice matters.

- Our salary scale ranges from €27,840 – €35,098, salary is offered commensurate of experience.
- CPD Programme,
- You can avail of our gym facilities with your own gym membership as part of the package!
- As part of our commitment to a happy team and culture, we offer our team membership of the (EAP) Employee Assistance Programme which offers a range of support and services.

## **ESSENTIAL TRAINING**

The successful candidate will be required to undertake essential compliance training – Data protection, Child Protection and Cyber Security as required by DCU Sport, further essential training will be required throughout.

**Spoirt DCU**  
Ollscoil Chathair  
Bhaile Átha Cliath,  
Baile Átha Cliath 9  
Éire

**DCU Sport**  
Dublin City University  
Dublin 9  
Ireland

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dcu.ie/dcuspport



## HOW TO APPLY

If you're ready to make an impact and thrive in a vibrant environment, we want to hear from you! Please submit your CV to Gemma Dempsey, DCU Sport General Manager, [gemma.dempsey@dcu.ie](mailto:gemma.dempsey@dcu.ie)

*Please note:* This position is subject to Garda Vetting

*At DCU Sport, we are committed to creating an inclusive and diverse workplace where every individual's culture and creativity are celebrated. We believe in the power of our team members' diverse backgrounds, abilities, and experiences to drive our collective success. Discrimination based on gender, marital status, family status, age, disability, sexual orientation, race, religion, or membership of the Travelling community has no place at DCU Sport.*

*Our goal is to ensure that every candidate has an accessible and positive experience throughout our hiring process. When you join DCU Sport, you become part of a dynamic community that values different perspectives, views, and personalities. We encourage you to bring your authentic self to work every day. If you require any accommodations during the application or employment process, please reach out to [gemma.dempsey@dcu.ie](mailto:gemma.dempsey@dcu.ie). Your comfort and success are important to us.*