

A black and white photograph of a woman's face in profile, smiling and looking upwards. The image is the background for the entire page.

WE NEED YOU

WE'RE LOOKING FOR
BOOKING AGENT

LOCATION:

Hybrid: London X2 days / Home

WORKING HOURS:

Monday – Friday. 40 hours per week

SALARY

Up to £27,000 per annum + BPG Reward Scheme Bonus

CONTACT TYPE:

Permanent

REPORTING IN TO:

Senior Staffing Agent

WE'RE LOOKING FOR SOMEONE WHO CAN CONNECT TALENT WITH OPPORTUNITY

At Kru Live, staffing is an art. Our Booking Agents are at the heart of it. Success isn't just about winning clients, it depends on placing the right talent in the field. You'll source, qualify, brief, and support our Brand Ambassadors, ensuring every campaign runs smoothly and delivers exceptional results.

As our Booking Agent, you'll have high emotional intelligence, able to read the room, trust your instincts, and create the perfect match between brand, role, and ambassador. This role is about more than filling positions; it's about building relationships, motivating teams, and making every ambassador feel valued and ready to succeed.

As our Booking Agent, you'll connect brilliant field teams with exciting projects, manage the unexpected with energy and adaptability, and celebrate the successes of your teams. From recruitment and training to on-site support, you'll play a pivotal role in delivering outstanding experiences for clients, teams, and each other.

TO MAKE A REAL DIFFERENCE IN THESE AREAS

TALENT SOURCING & RECRUITMENT

- Build and maintain strong relationships with our field team community
- Proactively source, recruit, and onboard new ambassadors to grow and strengthen the talent pool
- Lead recruitment sessions, workshops, and one-to-one interviews
- Collaborate with internal teams to develop clear, accurate project briefs
- Select and book the most suitable teams to ensure high-quality project delivery
- Maintain a robust reserve pool to support last-minute or unforeseen staffing needs

PROJECT STAFFING & FIELD TEAM MANAGEMENT

- Ensure all projects are fully staffed in line with briefs and client requirements
- Conduct and lead engaging briefing sessions for field teams
- Oversee live check-ins and check-outs for on-site teams
- Provide ongoing support to ambassadors, proactively resolving issues to ensure smooth project execution
- Carry out regular site visits to support, assess, and give feedback to teams in action

ADMINISTRATION, PAYROLL & COMPLIANCE

- Maintain accurate staff records in the CRM, including hours worked, rates, locations, experience, and feedback
- Ensure all ambassadors have up-to-date profiles, photos, and relevant information to enable effective campaign matching
- Manage payroll inputs and job-related expenses, supporting reconciliation with the Account Management team
- Ensure full HR compliance at recruitment and ongoing stages, including right-to-work and ID checks
- Oversee ongoing compliance processes to ensure documentation remains valid and current

COLLABORATION, VALUES & WAYS OF WORKING

- Attend daily team meetings to align on project priorities and staffing needs
- Work closely with Booking Agents and Account Management teams to deliver seamless campaigns
- Uphold all Kru Live Ways of Working and align with company values
- Foster positive, collaborative relationships with internal and external stakeholders
- Approach work with a proactive, solution-focused, and can-do mindset
- Support team engagement initiatives, including incentive programmes such as Kru Ambassador of the Month
- Attend required training sessions, both online and in person

OUR IDEAL PERSON & THE ESSENTIALS WE'RE AFTER

- You're able to pick up systems quickly. Experience with Staffwise, Surveywise and Datawise would be a bonus
- You're an excellent communicator. Excellent written and verbal
- You demonstrate strong written and verbal communication skills. Able to proactively brief and book ambassadors
- You have a strong understanding of scheduling and rota management.
- You're proactive, with the ability to troubleshoot effectively and mitigate risks.
- You have excellent people skills. Key to this role is enthusiasm and high energy on calls and in person
- You're highly organised with a strong eye for detail
- You're passionate about treating our ambassadors as valued clients, we act as their agents
- You're resilient with a solution driven mindset
- You're flexible able to work in an ever changing environment

OUR VALUES

At Kru Live, we foster a supportive and dynamic environment where teamwork, innovation, and professional growth are at the heart of everything we do. If you thrive in a fast-paced, people-focused role and are passionate about delivering excellence, we'd love to hear from you.

Meticulous – Our attention to detail ensures flawless execution

Innovative – We embrace fresh ideas and creative solutions to stay ahead in our industry

Ambitious – We strive for excellence, always pushing ourselves and our work to the next level

Dedicated – Our passion and commitment to our clients and staff drive everything we do

Trustworthy - We build strong relationships by acting with integrity and always delivering on our promises

Fearless – We welcome challenges that others avoid, pushing boundaries to achieve outstanding results.

People-Centric - Our people are at the heart of everything we do, ensuring exceptional experiences for both clients and staff