

<b>JOB TITLE: Travel Trade &amp; Events Co-ordinator</b>	<b>REPORTS TO: Clare Arouche</b>
<b>FUNCTION: Hospitality &amp; Events</b>	<b>DEPARTMENT: Hospitality &amp; Events</b>
<b>JOB PURPOSE:</b> <b>To work within the Hospitality &amp; Events department to coordinate activity focusing on Travel Trade and assisting the Commercial Events teams through efficient administration, timely financing, and operational support.</b>	

<b>Key Accountabilities</b>	<b>Key Activities / Decision Areas</b>
Travel Trade and Groups Co-ordination	<ul style="list-style-type: none"> <li>• Management of all bookings in Ventrata (the travel trade API booking system). Inputting all manual bookings onto the system such as Virgin Experience Days, Buy a Gift, WOWCHER etc and direct/private group bookings</li> <li>• Overseeing the Travel Trade inbox and responding to enquiries in a timely fashion.</li> <li>• Booking into our room booking system for any out of hours tours and coordination of the delivery of tours</li> <li>• Engage internal teams to ensure smooth running of in-house processes</li> <li>• Circulate the weekly overview of tours to the relevant teams and daily updates for number of guests.</li> <li>• Co-ordinating Blue Badge Guide provision for scheduled weekly tours ensuring any new bookings have a guide allocated.</li> <li>• Ensuring the stock of headsets is replenished and reordered as required.</li> <li>• Communicating with the restaurant on all afternoon tea bookings which have been booked.</li> <li>• Assist with the copy and imagery for marketing materials and digital advertising campaigns.</li> <li>• Regular benchmarking against similar attractions and products</li> <li>• To represent at networking events and exhibitions when required.</li> </ul>
Commercial events support	<ul style="list-style-type: none"> <li>• To provide admin support as and when required.</li> <li>• Send out factsheets to internal and external contacts as required.</li> <li>• Co-ordinate the booking of Art Historians for events</li> </ul>
Financial	<ul style="list-style-type: none"> <li>• Send weekly reports to finance on sales and performance for Travel Trade</li> <li>• Ensure monthly invoicing for all 3<sup>rd</sup> party partners and services provided such as Blue Badge Guides and headsets is carried out promptly.</li> <li>• The raising and receipting of all purchase orders.</li> </ul>
Processes	<p>Develop, manage and maximize the use of various systems including ...</p> <ul style="list-style-type: none"> <li>• Ensure service level standards, departmental and Gallery policies and procedures are maintained in accordance with guidelines and recommendations, suggesting improvements and efficiencies as appropriate.</li> </ul>

**Role Dimensions****Financial (limits/mandates etc.)****Non-financial (customers/staff etc)****Person Specification****Competency / Performance Drivers**

- Strong administration experience
- A very organised approach
- Excellent interpersonal skills with the ability to form positive relationships with a wide variety of people.
- Ability to work on own initiative and prioritise workload.
- Excellent written and oral communication skills.
- Proven attention to detail and efficiency in undertaking tasks,
- Excellent time management.

**Technical / Professional Expertise**

- Computer literacy, especially in Microsoft Office products (e.g. Word, Excel, Outlook and PowerPoint).
- Experience of using a database or room booking software, ideally Artifax.
- Strong systems knowledge and excellent IT skills
- Knowledge and experience of working with clients and events desirable.
- Experience of working within the tourism and travel industry is desirable but not essential.

**The Promise Performance Behaviours (9)**

Positive, Engaging, Approachable, Polite, Adaptable, Highly organised, Efficient, Consistent and Professional