

<b>Role:</b> Travel Trade and Venue Hire Administrator	<b>Region/Department :</b> Commercial Enterprises
<b>Reports to:</b> Travel Trade Operations Executive	<b>Pay Band:</b> Grade 2 Lower, £24,960 per annum
<b>Type of contract :</b> Permanent, Full Time	<b>Location :</b> HQ – Edinburgh- Flexible working
<b>Cost Centre :</b>	<b>Activity Code :</b>
<b>Terms and conditions</b> <i>The post is subject to the standard terms and conditions provided with the application pack.</i>	

### Brief Introduction

The Travel Trade and venue hire teams work with a wealth of business partners and internal stakeholders, including managers and staff at over 50 major mainland and island properties across Scotland; event organisers; UK and overseas tour operators and coach operators; government agencies; B2C clients, contractors and suppliers, delivering over 70,000 visitors per annum.

Sales and marketing activities include Trust representation at UK and overseas trade and MICE exhibitions targeting UK, European, North American and emerging markets; wedding fairs; key account management and development; product presentations; industry affiliations; as well as targeted print, e-marketing, PR, social media and web activities. Our objectives are to raise awareness of our venues, maximise visitor numbers and income potential.

We are a small team supporting a large portfolio, for more information visit:

[www.nts.org.uk/traveltrade](http://www.nts.org.uk/traveltrade) , [www.nts.org.uk/weddings](http://www.nts.org.uk/weddings) , [www.nts.org.uk/corporatevenues](http://www.nts.org.uk/corporatevenues)

### JOB PURPOSE

To support the Travel Trade and Hospitality department on informatics, archiving, communications with internal and external stakeholders and general administration of bookings .

Under the supervision of the Travel Trade **Executive**, manage and deal with all the financial processes related to invoicing and procedures for Travel Trade , with a particular focus on improving business performance through the creation of new processes and procedures

### KEY RESPONSIBILITIES AND ACCOUNTABILITIES

**Main Duties Operations Executive** ,to provide general support to the Trust’s Travel Trade and venue hire team , and under the supervision of the Travel Trade **Executive-** which would include:

- Overseeing the whole invoicing process of Travel Trade bookings (creating invoicing system, checking vouchers, getting in touch with properties and clients for clarification) and assisting with the administration of Venue Hire enquiries
- Assisting other team members (with TTH and wider CE team) with other financial and administrative duties such as raising MasterCard and other POs as required - receipting these orders and working with Finance to resolve any invoice queries
- Administering all central travel trade and Venue Hire enquiries and bookings, including creating systems and procedures to improve efficiency of Travel Trade operations .
- Optimising Travel Trade Booking Systems in order to maximise revenue and profitability

- First point of contact for enquiries from clients and properties to the TT&H team including reviewing and distributing electronic mail, managing three inboxes, maintaining the team SharePoint site, electronic filing etc.
- Reporting : Creating a suite of reports providing the team with crucial business information allowing the department to make better and more informed decisions on business development activities , opportunities and challenges
- Advice : Giving regular advice and support to both the central TTH team and to property teams on how best to manage and facilitate bookings . Supporting colleagues across the organisation with specialist advice and practical guidance with regards to travel trade bookings
- EPOS : Working closely with the Travel Trade & Venue Hire Head of Department, taking an active role in the design and implementation of the new EPOS system for procedures related to Travel Trade
- Policies and procedures : Working very closely with the rest of the team to draft and develop new and/or improve Travel Trade & Hospitality procedures (CRM, Spreadsheet, maintenance of databases, T&C, etc)
- Business development : Taking an active role in helping and supporting the team with business development activities such as attending trade shows, and on occasion, represents solely the Travel Trade team during familiarisation visits with Tour operators .
- Sustainability : creating and supporting others' financial/commercial initiatives that ensure the department's drive for sustainability
- Stakeholder management :
  - Maintaining strong working relationships with VSMs and OPs in the regions, national support teams and trade clients to promote effective working, provide advice on travel trade processes and foster compliance with Trust policies and processes.
  - Acting as general support for TT&H Team as needed - this may include holiday cover, collating data, etc
  - Managing client relationships to ensure consistency and continuity of the booking system
- Personal development : seeking and taking opportunities to develop new skills as required in order to benefit both the candidate and the organisation.

## **Commitment**

Full time role- 5 days/week

Also provide holiday cover in the absence of the Travel Trade Operations Executive

## **REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE**

The above outlines the key skills the job holder will need to possess and exercise. In addition, either knowledge of or experience in the following is required:

### **Essential**

- Experience of working in a busy office environment with excellent organisational, administrative, time-management and analytical skills; the ability to work autonomously and under own initiative, while always maintaining meticulous attention to detail;
- Experience in financial administration and use of financial systems (Dynamics or equivalent)

- Excellent communication skills with a friendly and approachable manner, a high level of flexibility and a good team player. Trustworthy and sensitive with confidential information;
- To demonstrable a belief in, and ability to consistently deliver outstanding customer care and service within a high performance environment;
- Excellent grasp of the English language. To be highly articulate with outstanding interpersonal skills including excellent written, telephone and face-to-face communication. To demonstrate the ability to professionally, fluently, independently and diplomatically engage with a wide range of internal and external stakeholders;
- To be skilled in seamlessly prioritising and reprioritising workloads to meet changing demands while adhering to strict deadlines, without compromising standards and while maintaining a healthy work-life balance;
- Excellent IT skills with demonstrable knowledge, at Advanced Level, of Microsoft Office applications (Outlook, Excel, PowerPoint and Word), creating and managing databases and working with the web. Knowledge of Microsoft Dynamics would be an advantage but not mandatory.
- To be aware and respectful of the cultural differences of our diverse customer base in maximising business opportunities;
- Demonstrable practical knowledge of Scotland, and experience of its cultural, built and natural heritage. An understanding of and personal belief in the aims and objectives of the National Trust for Scotland, with a passion to maximise income potential to help protect Scotland's natural and cultural heritage for present and future generations to enjoy;

#### **Desirable**

- Fluency in at least one foreign language but not essential
- Recognised qualification in finance/accountancy, business administration or related sub

#### **DIMENSIONS AND SCOPE OF JOB**

##### **Scale**

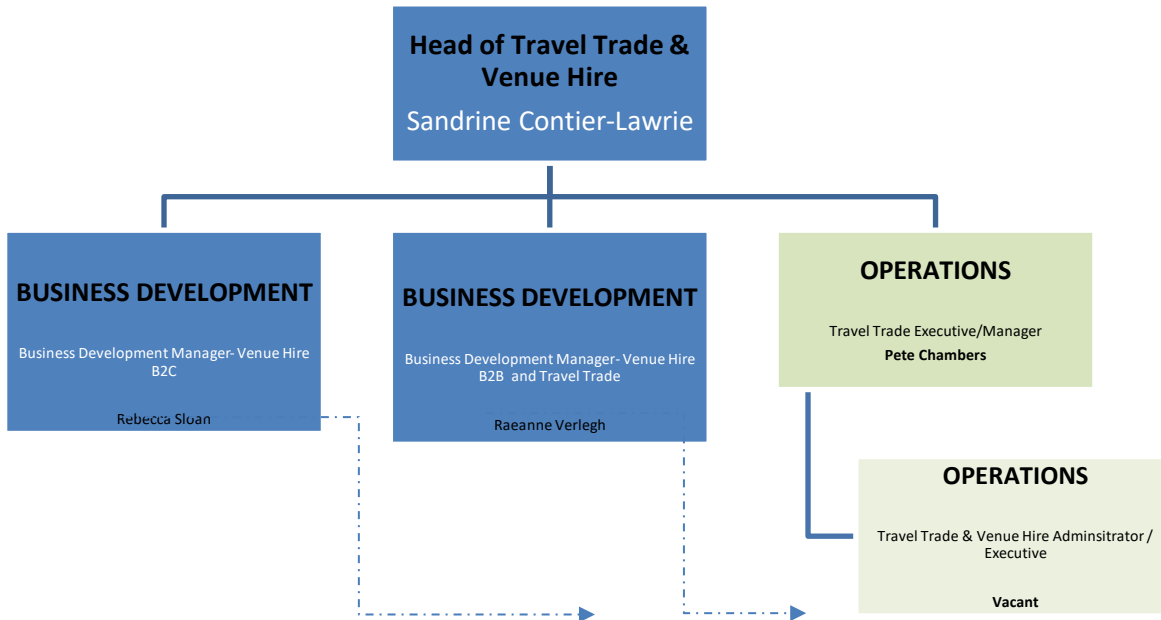
Working alongside colleagues of approximately 50 major mainland and island properties across Scotland

##### **People management**

No direct line management

Not a line manager

##### **Place in organisational structure**



### Finance

- Not a budget holder
- Travel Trade & Venue Hire budget – circa £1.5M

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**The Purpose, Context, Key Responsibilities, and Person Specification reflect the requirements of the job at the time of issue. The Trust reserves the right to amend these with appropriate consultation and/or request the post-holder to undertake any activities that it believes to be reasonable within the broad scope of the job or his/her general abilities.**

### **Applications**

Interested applicants should forward their Curriculum Vitae (CV) or an Application Form to the People Department, The National Trust for Scotland, by email via [workforus@nts.org.uk](mailto:workforus@nts.org.uk), by 8<sup>th</sup> December 2024.

- Please ensure your CV includes your full name and contact details
- The CV file sent to us should be titled with your first initial and surname
- When submitting your CV please state the position and job location of the vacancy you are applying for in the subject title or body of your email: For example "Gardener - Culzean"