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| Job Title: | Operations and Product Executive |
| Reports To: | Operations and Product Manager |
| Location: | Chester |
| Job Family: | 2 | Spectate |

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| Job Purpose: | The Operations and Product Executive is responsible for all aspects of operational support for existing and new Sports bookings, whilst implementing an expanding product portfolio with the support from Head of Spectate and Operations and Product Manager. The role will encompass a variety of operational activities pre and post travel, including supplier relations, reserving and booking services, supervising logistics of the tour, cost & quality control, providing operational support to our Tour Directors/Managers along with checking and processing supplier payments.  |

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| Key responsibilities:  | * With the support of the O&PM, source and implement new sporting travel product, collating all holiday elements and ensuring they are fit for sale.
* Preparing cost sheets and marketing briefs for all products.
* Creating product briefs for the sales team with contract, offer and product queries, liaising with suppliers as necessary.
* Support sales team on full product briefings that are fit for sale.
* Manage and maintain all incoming and internal product information in an accurate and timely manner in line with company processes. (Inclusive of supplier - hotel and ground handler - contracts, special offers, supplier information, outlook contacts and financial documents).
* Maintaining strong supplier relationships across a broad sporting product portfolio, liaising with large international sporting organisations.
* Loading product into booking system, ensuring pricing is up to date and packages are fit for sale.
* Negotiating with suppliers for large group contracts to be presented to the HOS.
* Produce accurate and timely pricing for all online and offline marketing activity.
* Allocate enquiries daily to sales staff.
* Assist on overflow sales during peak periods.
* Collating product information and converting this into web copy to be used for promotional materials.

Regular reviews of the Spectate website and work with the digital marketing team to ensure that the website content is up to date and any technical issues have been reported.* Create, populate and update activity sheets for each tour
* Work alongside O&PM, creating tour forecasts and breakeven analysis templates to be used for all events.
* Process and maintain tour information on back-office management system
* Create the ‘rep pack’ for tour hosts, including arranging hotels, flights, pre-tour payments and post tour queries
* Brief tour leaders before and after on the operations of the tour to ensure the smooth running and obtain feedback
* Assist administration during peak periods, Overseeing all client paperwork and documents ensuring they are up to date and accurate
* Produce weekly figures report to raise awareness of budgets and drive sales
* Allocate sales enquiries to the sales team to maximise sales opportunities
* Assist administrations and OM during peak periods, Conducting final pre-departure checks on all client booking files to ensure all elements are firmed, accurate and presented correctly, taking appropriate action to correct or firm if necessary
* Conduct competitor analysis reporting on findings and making suggestions for improvements
* Provide administrative and operational support to ensure holidays, trips, tours are delivered successfully in resort
* Review and process monthly health and safety reports and support sales team with health and safety checks.
* Support administration team and assist with Flexible Independent Traveler (FIT) and Tour bookings, ensuring all elements of each booking have been confirmed and reported accurately with suppliers
* During peak periods, assist with Producing invoices for bookings in a timely manner to ensure prompt payment during peak periods.Liaise with finance and purchase ledger for payment of invoices and ensuring bookings are invoiced in time to pay out to suppliers (including chasing sales staff)
* Attend supplier training, presentations and events to develop knowledge of the luxury travel market and products and create own relationships with the hotels.
* Implement supplier events; send reminders to the sales team and liaise with the supplier to confirm numbers, menu choices etc.
* Work with other departments and teams within the ITC portfolio to the benefit of our customers
* Any other duties and tasks required as directed by your manager
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| Education, skills & experience | * Experience in customer service / administration role, preferably within travel industry
* Previous experience of target driven sales role advantageous but not essential
* Product knowledge in Sports tour destinations and products
* Excellent interpersonal and communication skills, with a strong verbal and written ability
* Strong organisational skills with good time management and ability to prioritise and work under pressure
* Excellent attention to detail and a sense of personal accountability
* Positive, enthusiastic and helpful with a commitment to excellent customer service
* Strong relationship building skills with the ability to work with a wide and diverse range of clients
* Good team player driven by team and individual success
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