

Role: Travel Trade Administrator	Business Function: Operations, Commercial Enterprises & Estates
Reports to: Travel Trade Operations Executive	Pay Band/Starting Salary: £9.19 per hour
Location: Central Office, Hermiston Quay, 5 Cultins Road, Edinburgh, EH11 4DF	Type of Contract: Permanent, part-time, based on 16 hours a week.
Terms and conditions Part-time, working generally Monday to Friday during normal business hours on a pattern to be agreed.	

Brief Introduction

The Travel Trade and Hospitality 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, 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 , www.nts.org.uk/weddings , www.nts.org.uk/corporatevenues

Purpose

To support the Travel Trade department with informatics, archiving, communications and general administration of bookings and invoicing.

Main Duties, to provide general support to the Trust's Travel Trade and Hospitality team which would include:

- Helping with the administration of Travel Trade bookings
- Assisting with the invoicing of Travel Trade bookings
- Archiving booking information
- Maintaining and updating databases.
- Filing vouchers, allowing for quicker processing.
- The maintenance and updating of electronic databases and paperless systems.
- Updating client information on new CRM system
- Providing support re. Travel trade communications - email and phone – to clarify booking information.
- Helping Communicating new systems to properties and clients.
- Archiving photographs of Trust attractions in a travel trade context.

Not a budget holder position
Not a line manager

Commitment

16 Hours a week spread over a minimum of 3 days , ideally over 5 days.

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

Skills, experience and 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.
- 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.
- 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 a tourism/travel subject to HND level or above but not essential

The current duties of this job do not require a criminal records (Disclosure Scotland) check to be carried out,

The Key Responsibilities, Scope of Job, and Required Qualifications, Skills, Experience & Knowledge 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 a completed application form to People Services Department (Applications), The National Trust for Scotland, Hermiston Quay, 5 Cultins Road Edinburgh EH11 4DF, by mail or by email via workforus@nts.org.uk, by first post (i.e. 10.00am) on **Friday 21st September 2018**