Abbey Group
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THE COMPANY

Headquartered in the heart of historic Dublin, the Abbey Group is one of Ireland's longest established and best known Incoming Tour Operators. The Group was founded in 1978 when Abbey Ireland was launched. Today, the group consists of Abbey Ireland & UK, Abbey Conference and Events and Moloney & Kelly Ireland & UK with offices in Dublin and Edinburgh.

With overseas representatives in ten key markets, the Abbey Group is an internationally recognised inbound B2B specialist for Group and FIT travel, Conferences and Events.

The Group has four divisions specialising in specific types of inbound tourism
- Conferences & Events
- Group Tours
- Individual & Online Travel
- Incentive & Luxury leisure travel

WHY WORK FOR US
- Progressive Company
- Learning and Training opportunities
- Active Social Committee and Green Team including free events throughout the year
- Deloitte Best Managed Company for 11 consecutive years
- Hybrid/Blended working option available
- Contribution towards pension/health plan
- Employee Assistance Programme

TITLE OF VACANCY:

Digital Services Executive

Background: The main objective of the Digital Service Executive is to support the manager in the maintenance and development of the Group's digital platforms including (but not limited) to the booking API, B2B/B2C websites, content management systems, database, reservations system, extranet and analytics portals etc. The Digital Services Executive will also assume responsibility for supporting internal teams and external users in resolving user issues, develop best practice use, booking flow monitoring and fulfilment as well as optimising system configuration settings. In addition to general admin, the Digital Services Executive will also look after the loading of products onto the website's CMS system,

ensuring website content is updated and constantly maintained to a high standard, actioning online promotions and campaigns, monitoring bookings, traffic and analytics as well as resolving any product or system issues promptly. They will take ownership of maintaining product information to ensure it is sufficient and accurate, of a high quality and kept up to date, as well as maintaining a clean, well-structured database to enable a smooth, frictionless online integration. They will be a key team member with specific projects entirely assigned to them and their KPIs will mostly be based around service delivery levels linked to internal/external SLAs.

CORE DUTIES INCLUDE:

- Website Maintenance - Management & maintenance of online platforms to ensure high quality service delivery levels which continue to exceed customer expectations.
  - o Listing and updating product content on websites
  - o Maintaining content quality and accuracy cross all b2b sites
  - o Managing cyclical promotions and product rankings
  - o Communicating errors and developments with external developers as well as following up to ensure timely delivery.
  - o Ensuring website experience remains within acceptable standards.
- Database maintenance - Maintaining database integrity as well as updating settings and configurations for all online products to ensure seamless integration along all upstream channels.
  - o Key point of contact with Information Systems teams to ensure correct Online settings and protocols are adhered to
  - o Providing guidance to Product and Contacting teams on the efficient set-up of records in the database
  - o Updating database records and settings as per the demands of the team
  - o Ensuring all database settings i.e. auto-messaging and coding regimes are kept accurate and up-to-date
- Product Maintenance – Assisting the manager in ensuring that all sellable products across the group are set-up correctly and available for distribution across all online channels. Also includes assisting internal Product & Contracting teams with necessary requirements for online listings.
  - o Ensuring all contracted inventory is set-up and available to book across all online channels in a timely manner
  - o Maintaining strict listing protocols on all products selling online
  - o Liaising with Product and Contracting teams to ensure all new products are set-up for online distribution and that all necessary information is captured and stored appropriately.
  - o Providing guidance on the appropriate set-up and format for all product types including brand new services.
- Bookings & Cancellations - Monitoring all online booking and cancellations to ensure products are set-up correctly regarding confirmation statuses and automatic messaging.
  - o Monitoring system support inbox for any irregularities
  - o Monitoring booking trackers to check if auto-messaging is working effectively.
  - o Monitoring the number of cancellations coming through the systems and flagging to the manager where necessary
- Team Administration & Communication – Ensuring all team administration tasks are completely timely and to a high standard. Responsible for monitoring all communications to the online team and ensuring satisfactory responses.

- o Ensuring all calls and emails into the team are handled or directed appropriately.
  - o Completing ad-hoc admin tasks as assigned by the team manager, in a timely manner.
  - o Ensuring adherence to internal SLAs on communication and support
- Internal/External Support Tickets - The Digital Service Executive will become the champion at addressing all internal support queries from all the different parts of the business.
  - o Support FIT teams with queries relating to online system errors, failures or performance issues.
  - o Support IS teams with queries relating to set-up requirements and iCom settings.
  - o Support product teams with queries relating to listing protocols and online distribution
- Online Projects Support & Ownership - Support the online team by taking on ownership for a whole or part of a development project and any associated ad-hoc tasks as assigned by the team manager.

REQUIREMENTS:

Essential
- Entry level technical skill.
- Experience working with digital platforms.
- Good communication & organisational skills.
- Good written and spoken fluency in English and an additional language.
- Experience in using, managing or developing any web-based portals.
- Team player able to work effectively across multiple disciplines.
- Good quality control and attention to detail.
- Ability to communicate effectively with a range of different stakeholders.
- Good time management and ability to work unsupervised.
- Enhanced interest in technology & digital platforms.
- Proficiency in using Microsoft Office basic toolkits.

Preferred
- Programming and software development skill would be an advantage.
- Experience in a tourism-related field would be an advantage.
- Experience in any system/digital related field would be an advantage.

AVAILABILITY: Immediately
LOCATION: London, Dublin or Edinburgh
SALARY: Negotiable depending on experience
APPLICATIONS: Please email your CV with cover letter to Claire Matanda
     ClaireM@abbeyuk.com