

**Job Description:** Travel Trade & Sales Coordinator

**Reports to:** Senior Travel Trade Manager

**Job Purpose:**

To work with the Senior Travel Trade Manager to develop and grow Travel Trade revenue through efficient administration, timely financing, operational support, and focused account management.

**Key Responsibilities**

**Administrative & Financial Support**

- Monitor the team inbox, ensuring all enquiries are responded to in a timely manner.
- Manage third party bookings through trade portals and internal systems.
- Ensure group bookings are accurate (final visitor numbers, commission rate, no-shows).
- Ensure invoicing is carried out promptly, liaising with the Bookings and Finance Teams as necessary.
- Ensure the ticketing system and sales reports are updated accordingly (visitor numbers and admission sales).
- Manage contract and pricing administration.
- Update and maintain clients' records on the company's booking system.

**Sales Support**

- Ensuring all existing clients are selling our most profitable products.
- Manage group enquiries; build packages and follow up on leads.
- Promote the company's products during face-to-face meetings, familiarisation visits, exhibitions, and networking events, positively and professionally as required.
- Build and nurture positive relationships with our existing clients, key partners, and tourism organisations.

**Skills and Experience**

**Essential**

- Experience in working within the tourism and travel industry.
- Strong administration experience
- Persuasive and confident communication skills, a genuine team player who is flexible with the ability to manage a wide variety of tasks.
- Proven sales experience with a genuine passion for working with customers and up-selling.
- Strong systems knowledge and excellent IT skills (including MS Word and Excel), with ability to manage and maintain databases.
- Strong organisational skills and attention to detail.

- Excellent interpersonal skills with the ability to form positive relationships with a wide variety of people.
- Ability to work on your own initiative and to work under pressure.

**Desirable Skills & Experience**

- Experience in using a reservation / ticketing system.
- Experienced account management of a large number of clients.
- Passionate, positive and enthusiastic about Royal Museums Greenwich as a destination, attraction and venue and ability to 'sell' the benefits to current and prospective partners.

**Terms and conditions:**

Your core hours of work will be 36 hours per week net (i.e. excluding 1 hour per day in rest breaks), Monday to Friday but can include evenings and weekends depending on operations and requirements.