

# TRAVEL BEAT

## SALES AND MARKETING

### **NOW RECRUITING: Ticketing & Affiliates Coordinator**

TravelBeat is Growing!

Formed in 2015, TravelBeat is a multi-award-winning sales & marketing company that helps organisations and destinations around the world understand the valuable b2b market and how to target it effectively. TravelBeat is proud to call a diverse mix of Destinations, City Passes and some of the biggest brands in Culture, Heritage, Attractions, Live Entertainment and Sports our partners. We work inbound to the UK, North America & Continental Europe.

Owing to our continued growth we have two opportunities available to join our existing small yet perfectly formed team. We're looking for a Ticketing & Affiliates Coordinator. If you are looking to build a career in the tourism industry, we want to hear from you!

Our company works hard but we play hard too. We are looking for new colleagues and co-conspirators who are outgoing and enthusiastic, creative, highly motivated and extremely organised. If you're not, stop here.

We're a small team! The ability to work in a busy, small-staff environment whilst wearing many hats at the same time is the key to excelling at TravelBeat. In return, you'll get to show off your skills and grow with us as we take the company forward together.

Educated to degree level, you'll possess strong analytical skills and have the ability to create a quick rapport with people, using strong personal relationship skills in person, in writing and on the phone. You'll have a natural ability to deliver exceptional customer service for our partners. You must have a natural love for data together with excellent analytical skills and the ability to translate that into meaningful reports. At the same time, you'll be a proficient user of MS Office, particularly Word, Excel and PowerPoint – if they aren't already, they'll become your best friends. You'll also need to be comfortable with some public speaking, sharing ideas and products with multiple stakeholder groups. Using your strong organisational skills, you'll keep our intranet and extranet in good shape and work to keep our ever-growing databases in check, providing administrative support to the Directors when required. You will also implement partners' affiliate marketing plans and be responsible for writing client reports to a high level of accuracy. You will ensure maximum awareness and exposure is maintained for our partners through the affiliate channels. There will be some UK and overseas travel as part of the job – but that's the fun part!

### **Equality and diversity statement:**

We do not discriminate on the grounds of age, disability, sex, sexual orientation, gender reassignment, gender identity, marriage, civil partnership, pregnancy and maternity, race (including colour and ethnic or national origins), religion or belief.

# TRAVEL BEAT

## SALES AND MARKETING

### Personal skills and qualities:

#### Essential:

- Demonstrable knowledge of a tourism ticketing systems, channel managers and/or online travel agents
- Experience of working in tourism and/or tourism ticketing
- Ability to translate data into meaningful reports
- Aptitude in working with tech platforms
- Ability to manage multiple tasks well
- Excellent time management skills
- Have good written and verbal communication skills and an excellent telephone manner
- Be computer literate with an ability to communicate well by email. You will be provided an Apple Macbook.
- Be proficient in using Microsoft Office applications, in particular Outlook
- Be numerate and with analytical skills
- Have good attention to detail
- Be a team worker and have a positive 'can do' attitude
- Able to work independently
- Customer service experience of 2+ years

#### Desirable:

- Experience of working with performance based and / or affiliate marketing
- A knowledge of working with API
- Active interest in tourism products
- Second language – in particular French, German, Spanish or Mandarin
- Be proficient in using Microsoft Office applications such as Word and Excel
- Professional experience of 2+ years
- Full UK driving license
- Active passport

### Top Line Duties & Responsibilities:

- Manage and coordinating all aspects of ticketing and affiliate marketing programs across our partner portfolio.
- Knowing relevant partners' ticketing systems, channel managers and their capabilities inside and out
- Coordinate and execute all aspects of our affiliate marketing program, including recruiting and managing affiliates, creating and distributing marketing materials, and tracking and reporting on program performance across our client portfolio.
- Manage and maintain our ticketing and affiliate marketing platforms, ensuring they are up-to-date and functioning properly.
- Analyse and report on ticketing and affiliate marketing performance, identifying areas for improvement and making recommendations for optimization.

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## SALES AND MARKETING

- Stay up-to-date on industry trends and best practices in ticketing and affiliate marketing, sharing insights and recommendations with the team.
- Nurturing relationships with existing partners through effective business development and partner relationship management
- E-marketing and e-mail management
- Reporting back to partners
- Managing TravelBeat's and TravelBeat's partners' attendance at trade shows including liaising with stand builders, printers and venues
- Facilitating partners' tourism marketing and advertising campaigns
- Benchmarking, competitor analysis and market analysis as required by clients
- Familiarisation trip and other event management
- Other relevant duties, as assigned

### The finer details

**Working hours:** 37.5 hours per week worked flexibly with some evening and weekend work included depending upon the time of year

**Salary:** competitive salary based on experience, Weekly contribution toward reporting over phone and internet.

**Holidays:** 20 days plus bank holidays and our Christmas shut down 27 – 31 Dec

**Location:** A hybrid of our office in Haywards Heath, your home and occasionally attending relevant trade shows and partners meetings.

Have what it takes? Get in touch with a CV and covering letter to Symeon Vasileiadis – [sv@travelbeat.co.uk](mailto:sv@travelbeat.co.uk)

**Closing Date:** 5pm, Friday 5 May

***No agencies please.*** We do not accept CVs from agencies.