



POSITION: Sales & Operations Administrator
SALARY: £14,000 - £18,000 dependent upon experience

THE COMPANY

Venture Abroad specialises in international holidays, camping and activity trips for groups of people with common interests such as Scouting and Guiding. We also offer an event management service and work closely with the Trefoil Guild in arranging accommodation, excursions and entertainment for their Annual Meeting.

We offer a bespoke and comprehensive package for the customer which includes travel, accommodation, full itinerary service, insurance and excursions.

Venture Abroad is a department within Rayburn Tours, a family-run business based in Derby with almost 100 employees. We have been successfully operating world-wide tours since 1965, specialising in world-wide educational tours for schools, concert tours for amateur music groups, ski tours for youth groups and sport tours for clubs, schools and universities.

OUR VALUES & ETHOS

The Company operates within a culture of good family values, integrity and honesty. We value and strive to maintain fair and ethical dealings with our customers and understand and respect the faith they place in our organisation. Their satisfaction is our financial and motivational reward. The business has a clear purpose to expand its influence on more young people. It will achieve this by continual product development, improved customer communication and marketing.

THE POSITION

We have an exciting opportunity for an Administrator to join our Venture Abroad team. After initial training, the successful candidate will provide administrative support to the sales and operations teams.

Key Responsibilities:

- Accurately amending our customer database.
- Monitoring accommodation reservations and options and assisting staff with accommodation and flight requests / bookings.
- Processing invoices and payments for clients.
- Preparing client support information such as PowerPoint presentations and quotation documents (including basic preparation of online quotations).
- Assisting with post-booking procedure including requesting passenger lists and Advanced Passenger Information, rooming allocations and setting up final document packs.
- Liaising with clients by telephone and e-mail.
- Monthly analysis of client, industry and marketing data to produce contact lists.
- General administration duties (including photocopying, filing and typing).

It is a full-time position (37.5 hours per week, Monday – Friday) based at our Head Office in Derby. The Company operates a Flexible Working Programme for all full-time staff which enables a choice of one of 4 bands to work per week between 08:00 – 18:00hrs. The start date is immediate and is therefore dependent upon the successful candidate's notice period.

KNOWLEDGE & EXPERIENCE

Essential Skills & Experience

- Ability to manage time and co-ordinate priorities effectively
- Excellent interpersonal, written and oral communication skills
- Attention to detail
- A confident and polite telephone manner
- Experience of working in an administration position

Beneficial Skills & Experience:

- Financial and commercial awareness
- Knowledge of the travel industry
- An interest in travel
- Knowledge of or an interest in Scouting and Guiding

BENEFITS

- A basic salary of £14,000 - £18,000 (dependent upon experience)
- 24 days holiday per year (increasing with length of service to a maximum of 27 days) in addition to all public holidays
- Cycle to Work and Healthcare Cashback schemes
- Contributory pension scheme
- Flexible Working Programme

HOW TO APPLY

Applications should be addressed to Katie Boyden and include a CV with a covering letter stating:

- Your current role and salary
- Where you saw this vacancy advertised
- Why you are a suitable candidate for this position

Please email your application to recruitment@rayburntours.com or post it to:

Joint Managing Director
Rayburn Tours Ltd
Rayburn House
37 Brunel Parkway
Pride Park
Derby
DE24 8HR

Closing date: 11th February 2019

