

rayburntours

POSITION: Administrator
SALARY: £14,000 - £18,000 per annum dependent upon experience plus a bonus scheme based on Company Net Profit

THE COMPANY

Founded over 50 years ago, Rayburn Tours is a successful tour operator specialising in world-wide educational tours for schools, concert tours for amateur music groups, ski tours for youth groups and sports tours for clubs, schools and universities. Our sister company, Venture Abroad, specialises in holidays abroad for groups of people with common interests such as Scouting and Guiding.

We arrange a comprehensive tailor-made package for the customer which includes travel, accommodation, full itinerary service, insurance, excursion leaflets, organisation of concert venues and appropriate publicity for all concert tours, maps and 'in-the-field' study handbooks (linked to the National Curriculum) across a wide range of subjects for educational tours.

Rayburn Tours is a family-run business based in Derby and employs over 90 members of staff.

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 service and marketing.

THE POSITION

We require a proactive, organised administrator to join our Educational Tours department. After initial training the successful candidate will support the sales and operational staff by carrying out the following duties:

Key Responsibilities:

- Preparing client support information such as PowerPoint presentations and quotation documents (including basic preparation of online quotations).
- Liaising with clients by telephone and email.
- Researching hotel accommodation, flights, excursions etc.
- Assisting with booking confirmations i.e. flights, accommodation and coaching.
- Monthly analysis of client, industry and marketing data to produce contact lists.
- 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.
- Assisting with post-booking procedure including requesting passenger lists and Advanced Passenger Information, rooming allocations and setting up final document packs.
- General administration duties (including photocopying, filing and typing).
- Assisting with reception duties (answering the phone and dealing with the outgoing mail).

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. The bands are:

Band A 08.00 – 16.30hrs

Band B	08.30 – 17.00hrs
Band C	09.00 – 17.30hrs
Band D	09.30 – 18.00hrs

The start date is immediate and is therefore dependent upon the successful candidate's notice period.

CANDIDATE SPECIFICATION

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

Beneficial Skills & Experience:

- Financial and commercial awareness
- Knowledge of the travel industry
- An interest in travel
- Experience of working in an administration position

BENEFITS

- A basic salary of £14,000 - £18,000 per annum
- A bonus scheme based on Company Net Profit
- 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: 22nd April 2019

