

Role Title: Administration Assistant

Department: Travel Admin

Job Family: Internal Support

Job Level: 2

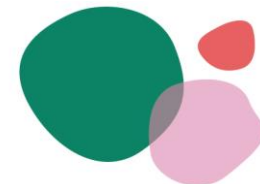
About the role:

Reports to the Administration Team Leader, to provide administration support to the direct business. You need to demonstrate your skills and knowledge of retail travel to be able to deal effectively with enquiries and process travel documentation and financial information accurately and work to deadlines. A professional level of customer service is to be delivered at all times. Post holders must deal with confidential and sensitive information.

Occasionally situations may arise that require the post holder to perform other duties or tasks as may be reasonably requested by the team leader.

What you'll be doing:

- Contact with agents when queries arise on documentation
- Deal with all enquiries efficiently and effectively
- Deal with confidential, sensitive information in an appropriate manner;
- Produce a wide range of documentation - letters, emails, tickets and reports
- Arrange payment invoices and maintain the financial records
- Project a smart, professional image and attitude at all times.
- Take reasonable care for the health and safety of themselves and of others who may be affected by their acts or omissions at work.
- Reconciliation of bookings in order to pay suppliers correctly
- Reconciliation of bookings in order for Agents to paid commission correctly
- Respond to agent queries in a timely and professional manner using varying channels such as email, live chat and telephone
- Keep up to date with society training and operational processes
- Support to new team members
- Cover in the absence of the Reconciliation Assistant



In addition, all colleagues are expected to work within the terms of their contract of employment and adhere to Society policies and procedures

About You:

Main Drivers	Requirements
Co-operation	Supporting the local community; Team working skills.
People	Excellent written and verbal communication skills; Reliable and honest.
Customers	Projecting a smart, professional image and attitude; Providing excellent customer service
Delivery	Accurate and attention to detail; Able to carry out a variety of duties and multi-task; Able to prioritise and arrange work to meet deadlines Able to work under own initiative Flexibility with regard to working hours and patterns.
Finance	Assisting with the management of costs
Qualifications	English & Maths GCSE grade C or above 2 years previous administration and customer service experience, both face-to-face and over the telephone; Competent computer skills.

Scope:

- Reports to: Administration Team Leader
- Budgetary Control: N/A.
- Key internal contacts are all internal departments and trading groups.
- Key external contacts are the Society suppliers.