



Job Profile: Admin Support

Company name: Experience Travel Group

Date Updated: 15th Feb, 2017

Purpose:

We are a travel collective: our team and our partners do everything we can to make sure that our customers have a brilliant time by connecting them to their distinctive holidays through curated experiences that reveal the fabric of a destination.

Values:

Be Enterprising

Ambitious; to grow the company, develop ourselves personally, be constantly enterprising and have the courage to take risks.

Be Collaborative

To develop long term partnerships in everything we do; between every member of staff, everyone involved in the delivery of our holidays and all of our clients.

Be Responsible

Taking full personal responsibility for everything we do, for the delivery on our promises and for the social and environmental impact of our work.

Job Title: Admin Support

Job Location: Experience Travel Group's UK office, 7 Prescott Place, Clapham, London. SW4 6BS

Job Type: Part Time Employee (16-20 hours per week)

Reporting To: Matt Brazier / Head of Experience

Job Purpose

The main purpose of this job will be to provide admin support for our customers once they have booked a holiday via a sales consultant. This will include preparing travel packs, checking details and processing and storing client information. Attention to detail is critically important as mistakes can cause huge problems on the holidays.

Secondary functions will include other office administration tasks.

A passion for travel and a desire to join a dynamic, growing organisation is essential.

**Main Roles & Responsibilities:**

- Complete post booking administrative formalities and input details on the system.
- Put together client travel packs and check details are 100% correct before sending.
- Manage the contents of the storage and the stationary for tickets/shows/marketing etc...
- Online documentation organization
- Photo loading
- Data entry tasks
- Postage and other office admin tasks as requested

Position Requirements:

- Good organisational skills.
- A genuine passion for travel.
- Accuracy and attention to detail
- Great customer care skills.
- Good written and verbal English.
- An ability to work under pressure and to deadlines.
- An ability to work independently and as part of a team.
- A positive, enterprising and responsible approach to work in line with our company values.

Targets (TO BE REVISED ON A SIX-MONTHLY BASIS):

- A zero percent mistake ratio on travel packs
- Completing ticketing packs within an agreed timeframe

Training that will be given:

On request and if agreed with senior management.

Work Hours:

The office is open 9am – 7:30pm Monday to Thursday, 9am to 6pm Friday and 10am to 4pm on Saturday. The hours can be taken as agreed throughout those times. Minimum of 4 hours at one time.

Salary and Contract information:

The annual salary will be discussed on application. The general structure would be a three-month probation period where we would have the right to terminate the offer without notice.