



Job Opportunity

Group Booking Co-ordinator, Education and Ad Hoc

Ref: TB17-09

CONTRACT:	Permanent
HOURS:	Full Time – 40 Hours per week (Based on Monday to Friday 09:00 – 17:30, Flexibility to work evenings / weekends when required)
LOCATION:	Titanic Belfast Building
REPORTING TO:	Visitor Reception Manager

General Purpose:

Working as an effective member of the Visitor Attraction team, under the direction of the Visitor Reception manager, you will be responsible for the fulfilment and processing of all Education and Ad Hoc Group bookings for Titanic Belfast and SS Nomadic.

Main Job Tasks and Responsibilities:

- Processing and Fulfilment of all Education and Ad Hoc Group bookings for Titanic Belfast.
- Post contract responsibility for the administration for Education and Ad hoc bookings ensuring the smooth co-ordination of all their bookings.
- Work alongside the Learning and Outreach Manager to ensure excellent client relationships are maintained.
- Assist with the co-ordination of the day to day group booking function as directed by the Line Manager.
- In the absence of the Group Booking Co-ordinator – Tour operators and Ad Hoc undertakes any duties as required to ensure that the fulfilment and processing of all tour Operator and Ad Hoc Group bookings for which they are responsible is undertaken in a timely manner.
- Collating and maintaining accurate and up to date reports on all bookings under your remit.
- Updating the daily operational sheet in a timely and accurate manner.
- Communicate calmly, politely and tactfully to customers under all circumstances.
- Ensure complaints are dealt with using Titanic Belfast's agreed procedures.
- Ensure Company Customer standards are maintained at all times for Group Bookings
- Provide cover to the role of Customer Service Support in their absence
- Any other duties as delegated by Visitor reception manager or any other person designated in their absence.



The above reflects the main elements associated with this position. It is not intended to be exclusive or exhaustive.

Essential Criteria:

- Previous experience of working within education/ community/ charity sector in a paid or voluntary capacity.
- Demonstrable understanding and experience of 5-star customer service standards.
- Minimum of 5 GCSE's or equivalent (Grades A-C, including English & Maths).
- Excellent Telephone Manner
- Good organisation skills
- Excellent proven administration skills.
- Adaptable and can respond quickly to a dynamic environment.
- Ability to, and experience in, troubleshooting and problem solving.
- Attention to detail.
- Ability to build relationships internally and externally.

Desirable Criteria:

- Experience dealing with schools / groups

Core Competencies:

- Commercial awareness.
- Ability to work as part of a busy team, follow direction and use your own initiative.
- Ability to communicate effectively with colleagues and clients at all levels.
- Time management and organisational skills.
- Customer orientation.
- Valuing diversity and understanding varying accessibility needs.
- Ability to remain calm in a high-pressure environment.
- Excellent time keeping and attendance.

NB: Titanic Belfast reserves the right to enhance the selection criteria if necessary to assist with shortlisting.

Closing date for receipt of applications is **9am on Friday 20th January 2017**. Applications will only be accepted via company application forms. Applications received after the closing date and time will not be considered. If you wish to apply for the position please contact us via careers@titanicbelfast.com and we will send an application pack out to you, the last date for requesting application packs is

Thursday 19th January 2017 at 3pm

Applications received after the closing date and time will not be considered.

Please note for applicants successful at the shortlisting stage and each stage thereafter the following dates will apply:

- **Assessment / interviews – 25th January 2017**

Titanic Belfast Limited is an Equal Opportunities Employer.