

<b>Role:</b> Holiday Support Executive	<b>Region / Department:</b> Commercial Enterprises
<b>Reports to:</b> Head of Holidays	<b>Pay Band:</b> Grade 3 Upper £28,530 - £31,519 pro-rata, per annum
<b>Location:</b> Flexible location, with a requirement to attend meetings in Edinburgh area periodically and undertake occasional property visits	<b>Type of Contract:</b> Permanent, Full Time
<b>COST CENTRE (e.g.:3CUZ):</b>	<b>ACTIVITY CODE (e.g.: VSZ):</b> HCZ

### **JOB PURPOSE**

*This job is to support Property Teams to improve and maintain high standards of guest feedback and property compliance. It involves liaison with internal and external stakeholders regarding all aspects of bookings, complaints and compliance. The post holder will manage all aspects of bunkhouse bookings and enquiries, wedding bookings and direct NTS bookings, providing excellent customer service. The postholder will manage applications for Short Term Letting Licenses and design and implement a process for Visitor Levy.*

### **KEY RESPONSIBILITIES AND ACCOUNTABILITIES**

- Management of booking data across multiple systems - NTS internal system, Supercontrol, Sykes owner portal and Booking.com
  - Monitor and update properties on hold to ensure dates are not provisionally held beyond the agreed timeline
  - Contribute to the Holidays Strategy
  - Review all guest feedback and complaints, compile suitable responses where required in conjunction with property manager and Head of Holidays
  - Ensure third party property descriptions are accurate
  - Monitor and update cancellations in accordance with the Trust's terms and conditions
  - Administer the Trust's staff/volunteer discount scheme
  - Adhere to all financial procedures in dealing with payments and refunds, request deposits and balance of payment as per NTS Holidays Terms and Conditions.
  - Support with monthly reports and queries for Finance Team (month activity and future bookings) and ongoing operational activity and performance reports
  - Support with monitoring and sharing of holidays statistics inc occupancy, feedback, compliance

### **REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE**

#### **Qualifications**

Essential

- No formal educational qualification required

### Desirable

## **Experience**

### Essential

- Experience in a customer-service role, delivering impeccable customer service
- Experience of using multiple databases or customer relationship management systems
- Competent user of Microsoft Office products including MS Excel and Sharepoint
- Attention to detail and problem solving experience
- Excellent communication skills
- Time management skills and the ability to prioritise and to meet deadlines
- Flexible, helpful approach with customers and colleagues
- Actively promote a safe environment where the health, safety and wellbeing of our customers and property staff is paramount

### Desirable

- Experience using SuperControl or a similar lettings/reservation management system
- Customer Service training, preferably in a similar environment
- Complaint handling experience

## **Place in organisational structure (extract of org chart showing role):**

Please use existing chart

**The Purpose, Context, Key Responsibilities, and Person Specification reflect the requirements of the job at the time of issue. The Trust reserves the right to amend these with appropriate consultation and/or request the post-holder to undertake any activities that it believes to be reasonable within the broad scope of the job or his/her general abilities.**

## **Applications**

- Interested applicants should forward their Curriculum Vitae (CV) or an Application Form to the People Services Department (Applications) by email via [workforus@nts.org.uk](mailto:workforus@nts.org.uk), by Sunday 19<sup>th</sup> January 2025.
- Please ensure your CV includes your full name and contact details, the CV file sent to us should be titled your first initial and surname. When submitting your CV please state the position and job location of the vacancy you are applying for in the subject title or body of your email: For example "Gardener - Culzean"