

**GROUND SERVICES EXECUTIVE - TrANSPORT**

**Person specification:** Positive attitude, being confident, persuasive, goal oriented, an

effective team player

**Requirements:** Negotiation skills, accurate working style with strong attention to detail, good knowledge of our destinations in Great Britain and Ireland, being IT literate, experience of Tourplan an advantage

**Reports to:** Ground Services Manager UK & Ireland

**Job specification:** Building and maintaining relationships with coach and ferry companies. Contracting with and securing coaches and ferries for offers and confirmed business to the leisure group market and ensuring that the product offered is within the standards, quality and budget required for each market and client. Working closely with internal Operations to deliver a quality product.

**Key Tasks:**

* Sourcing coach services and ferry crossings for booked groups
* Acquiring a competitive price for our client, within a short turnaround time
* Negotiating rates and terms & conditions
* Collecting health & safety and insurance information
* Helping achieve an expected margin for the company
* Sending out confirmations and cancellations to suppliers and requesting signed reconfirmations
* Developing relationships with coach and ferry companies: exchanging feedback, providing updates, dealing with supplier book-outs and supporting supplier complaint resolution
* Reviewing, monitoring and evaluating sold services/space and maximising usage
* Liaising with internal clients i.e. Sales and Operations (where required)
* Storing and presenting product knowledge
* Ensuring all contracts are loaded correctly into Tourplan for company wide use
* Running various reports, comparing charts, updating the system if necessary to keep an overview on your allocated areas
* Confirming/cancelling services within the given deadline from confirmed/optional bookings
* Assisting in the placing of group series business within the budgets and standards expected by the client

**Additional tasks:**

* Supporting the Destination Managers in contracting allocations, series and allocations when needed, as well as dealing with/contracting new and main existing attractions or other ground services.
* Assisting in building relationships with new and top existing ground services
* To flexibly support team members within ground services to fulfil their role as and when needed, for business reasons such as productivity, expertise absence, illness etc.

**This job description is intended only as a guide to the main responsibilities and it in no way intends to restrict any individual in the performance of other duties as may be required by the Company**