

Job Description

Company Values	Delight Principles
Dedicated	To excellence in customer service
Enthusiastic	Have passion for everything that we do
Likeable	Friendly and fun
Improving	Always seeking to enhance the quality of everything we do
Giving	Generous and warm hearted
Hungry	For success
Teamwork	Communicate at all times

Job Title: OnBusiness Consultant

Department: OnBusiness

Reporting to: OB Team Manager

Job Purpose: As an OnBusiness Consultant, you will be responsible for booking accommodation on behalf of our major alternative accommodation client. This diverse role encompasses booking various types of accommodations, including hotels and self-catering options. What makes this role unique is the dynamic environment in which you'll operate. With a focus on commercial awareness and the ability to work at a rapid pace under pressure, you will thrive in this challenging and rewarding position. If you have a passion for helping people and take pride in sourcing exceptional accommodation, this is the opportunity for you!

Key Accountabilities / Activities / Duties

- Booking and sourcing accommodation for our major alternative accommodation client
- Utilising your commercial awareness to ensure cost-effective and high-quality bookings
- Working efficiently under pressure to meet tight deadlines and changing priorities
- Providing exceptional customer service to our clients and resolving any issues that may arise
- Ensuring bookings are completed with a high degree of accuracy
- Creating strong relationships with key personnel within all our suppliers.
- Assume responsibility for the Out of Hours Phone on a rotational basis. Remuneration will be provided for this duty.

Health & Safety

- To act on your responsibilities detailed in the Health & Safety at Work Act 1974
- To demonstrate a working knowledge of fire prevention and to follow the companies evacuation plan on hearing the alarm.
- To be security conscious with respect to /staff/ property/welfare and to report suspicious circumstances to your Manager.

General duties

- To familiarise yourself with your departmental standards of performance and to be able to demonstrate their application

- To maintain a high standard of personal hygiene and grooming at all times
- To co-operate and communicate with colleagues to ensure effective department teamwork & high morale
- To attend any meetings, training sessions or courses that may be beneficial to you and your development
- To follow any procedures set up for energy conservation
- Flexibility regarding Out of Hours phone to ensure coverage.
- To be able to attend occasional familiarisation trips with suppliers and hoteliers

Hours of work

40 hours

To cover opening hours from Monday to Saturday. Occasional weekend cover and bank holidays will be required.

Salary

Dependent on experience

Flexibility

Due to the nature of the business, a degree of flexibility is required, and the post holder may be required to perform certain tasks not specifically referred to above.

Person specification & Skills required

Criteria	Essential	Desirable
Educational Qualifications	<ul style="list-style-type: none"> • GCSE English & Maths 	<ul style="list-style-type: none"> • A-level/degree
Experience	<ul style="list-style-type: none"> • At least two years' experience in similar role • Customer focused 	<ul style="list-style-type: none"> • Experience with problem solving & complaints • Experience working within Insurance/Claims Role
Communication Skills	<ul style="list-style-type: none"> • Excellent written & verbal communicator at all levels • Active listening • Empathy 	<ul style="list-style-type: none"> • Good relationship builder

Criteria	Essential	Desirable
Practical & Intellectual Skills	<ul style="list-style-type: none"> • Intermediate in Microsoft Office systems including Excel & PowerPoint • Able to follow and adhere to company policy & practices • Planning & organisation • Attention to detail • Ability to manage time effectively & work to tight timescales when necessary • Adaptable to changing environment 	<ul style="list-style-type: none"> • Knowledge of CRM systems • Motivational skills • Commercial awareness • Develop & maintain professional & positive working relationships
Disposition	<ul style="list-style-type: none"> • Ability to work independently & on own initiative • Willingness and ability to be flexible • Ability to get on well with a wide variety of people • Willingness to learn 	