



Galloway European Coachlines Ltd
Denters Hill, Mendlesham, IP14 5RR

JOB DESCRIPTION

JOB TITLE:	Apprentice Tours Admin Assistant	LOCATION :	Mendlesham
REPORTS TO:	Interim Adult Operations Manager	HOURS:	37.5 Hours a week Monday to Friday 9-5.

JOB PURPOSE

Responsible for supporting the Adult Tours product team in a wide range of administrative functions, including booking venues, dealing with ad hoc client requests and preparing documents. Maintain the high standards of organisation for which we are renowned.

MAIN ROLES & RESPONSIBILITIES:

1. To support the Tours Department as needed.
2. To book venues and visits for out-going tours.
3. Eurotunnel bookings and cancellations.
4. Assist with the creation of tour files and computer records for all tours.
5. Dealing with room allocations and requests, liaising with the hotels, cabin tickets and sales staff for all tours.
6. Room list and final documents to hotels.
7. Prepare and issue client tour documents and itineraries, tickets etc.
8. Co-ordinate pick up schedules and taxi/feeder orders.
9. Reconciling taxi orders with invoicing and accounts.
10. Dealing with other shared parties regarding allocations.
11. To carry out any other administrative tasks for ad hoc projects.

OTHER RESPONSIBILITIES

Health & safety

Take due care at work and contribute to the ongoing implementation of policies and procedures to maintain the health, safety and welfare of self, colleagues and customers. Ensure that accidents and/or unsafe or hazardous conditions are reported to management in line with policy.

Equality & Diversity

Undertake all aspects of employment and service provision with due regard to Equal Opportunities and diversity and associated organisation policy and practice. Demonstrate a commitment to openness and equality of opportunity and ensure that all individuals are treated with dignity and respect.

Behaviour

To work and behave in a manner that is consistent with the company's expected ways of working (Employee Handbook). To undertake all duties in accordance with the company's policy and practice, to maintain compliance with relevant statutory responsibilities and applicable legislation.



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Team Working & Support

Act as an effective team member providing assistance to team members or other teams, as requested, to support the delivery of team and company objectives. Maintain links with other teams, groups and customers/clients as necessary to the role, sharing information where necessary.

Learning & Development

To take responsibility for identifying and agreeing personal learning and development needs with your manager, participating in activities relevant to the job or personal development. Work in line with the company policy and procedure.

Galloway Vision & Values

Undertake other duties as appropriate to the post, to support and contribute to the delivery of the company's vision & values.

Safeguarding Children & Vulnerable Adults

We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We take this responsibility seriously and expect all staff and volunteers to share this commitment.



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PERSON SPECIFICATION

	Assessment Method
EXPERIENCE	
Experience of working in an office environment (or similar) is preferred.	AF BI
Experience of undertaking administrative tasks.	AF BI
KNOWLEDGE	
Some knowledge of UK and European destinations.	AF BI
Knowledge of Word, Excel and Outlook.	AF BI
Willingness to gain knowledge of the travel and bus & coach industry.	
SKILLS & COMPETENCIES	
Ability to investigate, analyse and problem solve.	AF BI
Ability to communicate effectively with a range of audiences both verbally and in writing.	AF BI
Ability to effectively use IT systems appropriately.	AF BI
Good listening and English skills.	AF BI
Accuracy and attention to detail.	AF BI
Ability to work under own initiative and meet tight deadlines.	AF BI
Ability to self-motivate and complete a task as directed.	AF BI
OTHER QUALITIES	
Excellent time management skills.	BI RF
Adaptability, flexibility and helpfulness.	BI RF
Corporate responsibility and ethics.	BI RF
Respect honesty and trustworthiness.	BI RF
EDUCATION	
Good basic level of education	AF
ADDITIONAL REQUIREMENTS	
Personal appearance and image.	AF

Assessment Key:

AF – Application Form

BI – Interview

RF – References

WS – Work Sample

AT - Ability Test

PT – Psychometric Assessment

Date Updated: May 2017

Version: 1