



Job Description

Tour Administrator (Part time)

Reports to: Head of Commercial (UK & Ireland)

Overview

Working closely with the COGO Travel Sales and Operations Team with our Brighton Office to provide highly effective administrative support to assist business growth across both UK within the educational and leisure groups market places.

We have a commitment to our customers, staff and business partners to ensure we deliver excellence at every turn and receive the best value for money for every £/€ spent ultimately delivering targeted profitability.

Key Responsibilities

Sales Administration

- Support the sales team with the pricing and costing process for quotations
- Support the sales team with the holding of core services at provisional booking stages including but not exclusively
 - UK Coaches
 - Ferry/Eurotunnel Crossings
 - Eurostar
 - Accommodation / bed-stock management
 - Flight provision
- Source and book flights for both scheduled and low cost airlines

Operations Administration

- Support the team by inputting and submitting API information to airlines
- Produce Visa letters to support groups travelling needs, as required
- Ensure stock checks are made of tickets and discount vouchers and liaise with suppliers regarding reordering, as required
- Support for the Operations team as required at peak times of business, final pack distribution, supplier contact, printing/copying needs etc.
- Documentation production as necessary

Office Management

- Support any premises management requirements
- Order stationery as and when required by the business
- Manage the daily postage needs of the business and act as key contact for our mailing account
- Ensure business is conforming to health and safety requirements within the environment and take a lead to manage accordingly

Contracting

- Under the direction of line manager support the annual contracting and pricing process with key suppliers and recording of rates as applicable
- Work with visits and excursion providers directly to obtain rates and information for pricing purposes
- Support line manager with the corporate governance requirements for the business such as travel insurance, health & safety, ABTA/ATOL



COGO Travel, 6-7 Lovers Walk,
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Web: COGOtravel.co.uk



Finance

- Have a good financial awareness to support the costing and pricing production process within the CRM system
- Manipulation of the CRM pricing system to ensure costing adjustments made as per needs of business and work closely with finance contacts to ensure information is correct for financial reporting

General

- Provide general administrative support for the business as required under the direction of line manager
- Support and participate in emergency duty rota and associated emergency training after qualifying period

Skills and Experience

- Good administrative skills and ability to multitask and work under pressure
- Experience of working with the travel industry and an understanding of the intricacies of the sector
- Intermediate level IT skills of Microsoft applications, bespoke CRM systems and experience of use of other software such as Adobe
- A good financial awareness and some experience of product pricing would be an advantage, but not essential
- Ability to work both as part of a team and independently
- Ability to prioritise workload within a busy and diverse role
- Good clear and concise communication skills



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