

JOB DESCRIPTION

Job Title:	Inventory Operations Executive
Reporting To:	Inventory Manager
Department:	Commercial, Nelson House, Farnborough
Direct reports:	None

Company Background

Hotelplan is a large pan-European travel group headquartered in Switzerland, under the ownership of Migros, the leading Swiss co-operative retailer.

In the UK, Hotelplan is a well-established and profitable family of specialist tour operators, with a strong tradition of excellence & high standards of quality and service. Each of our companies is incredibly passionate about its holidays, and our staff both in UK and overseas are focused to ensure that we meet, indeed exceed the expectations of our discerning and loyal customers, many of whom travel with the company time and again.

The Hotelplan UK family of brands includes Inghams, Esprit, Santa's Lapland based in Farnborough, together with the adventure travel businesses, Explore Worldwide also based in our Farnborough offices and Intravel business based near York.

Sustainability and Responsible Tourism is at the core of everything we do, and should be a passion for everyone employed by the group.

Our vision - *"To be the most loved travel company in our markets, famous for customer experience and sustainable travel"*.

What are we looking for?

Someone who can work under pressure into the team, responsible for maintaining the communications with our suppliers. Using the internal processes within the core system (Mythos) you will liaise with multiple areas of the business and be responsible for keeping suppliers up to date with booking data.

This will include sending updates and requests via the system as well as booking within 3rd party websites. You will be working with our sales team to speedily resolve ex-alloc requests to help convert bookings in a timely manner. You will be working alongside the product teams to ensure that the UK based operating office processes are performed accurately and on time. You will work alongside the data loading team and will update inventory records as required from hotel updates, such as stop sales.

Main Responsibilities and Key Tasks

Key elements of the role will be ensuring clear and concise support and communications to our suppliers and internal teams in a timely manner:

- Providing effective communication of the booking status with each supplier
- Dealing with queries from our suppliers
- Amending the data set up when in an operational mode after initial inventory load
- Dealing with stops sales and providing suppliers with the booking information, querying high volume stop sale suppliers

- Maintenance of the messaging system – reservations messages and time limits
- Assisting Reservations with ad hoc room requests
- Booking the pre-bookable holiday extras in 3rd party websites and updating Mythos bookings with appropriate reference numbers and details
- Supporting other area of the business as and when required
- Discussing issues with Contractors to limit future problems

Knowledge, Skills & Experience

- Have experience of prioritisation and time management skills
- Be confident and possess good communication skills
- Methodical, accurate and numerate
- Able to use Excel to an intermediate standard

Key Competencies

- Accuracy and attention to detail is required as you will be responsible for updating data on a live system.
- The ability to work under pressure and deal with difficult situations and the ability to see your way through a problem
- Time Management – Understanding how to prioritise key tasks, demands and deadlines based on how the business works
- Being flexible with your time to allow for peak and quiet periods to keep ahead of demand and work load
- Excellent Communication skills allowing you to be confident and when dealing with supplier of which a lot will be overseas based
- An understanding of processes with the ability to see end to end tasks. There are some complex processes that need to be understood and followed.

Working Relationships (internal, external, cross-functional, direct reports)

- Product team
- Reservations
- Commercial team
- Contracting team
- Suppliers

Values

- Be Passionate in everything we do
- Work together as a United team
- Be innovative embracing and driving change
- Trusted, open and honest
- Stand out and be distinctive

This Position Description is intended to describe the general content and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements, and you will also be expected to undertake such tasks as are reasonable and relevant to the scope of the post. Job descriptions will be regularly reviewed to ensure they are an accurate representation of your role.