

JOB DESCRIPTION

Job Title: Information Quality Administrator

Accountable to: IT Director

Main Role:

Responsible for the quality of Inntel data: to cleanse, audit and supplement hotel, client and operational records within the Inntel Ezi database, bringing a very high level of data integrity to our internal and external clients.

To support the IT and Supplier Management teams to ensure Inntel provide the highest level of client services and explore innovative solutions to future client/industry demands.

Achieve a true end to end understanding of Inntel data, from suppliers input through to our clients MI and internal data analysis.

Duties and Responsibilities:

- Systematically ensure all hotel database records held on Inntel's Ezi Database meet the minimum data quality required, are up to date and entered in the correct format
- Methodically update the Ezi Hotel Database on a daily basis with changes in hotel details and/or commission rates, and amendments in conjunction with the IT team and Supplier Management Team
- To ensure Pegasus and online partner venues are correctly loaded on Ezi with correct brand and property codes and to update on a twice monthly basis when new data is received from Pegasus and other online suppliers
- Assist the IT team with day to day management of email, PCs, systems and backups
- Explore and learn new IT skills and technologies to benefit this role and Inntel's development
- Work with the IT team to develop a good understanding of new Inntel system enhancements to ensure bulk updates are actioned to support new IT initiatives
- Support the IT team to create procedures to ensure data management can be documented, audited and shared with others
- To test functionality and assist when rolling out new software to internal and external clients
- Produce client MI on a monthly basis, ensuring excellent consistency and delivery of data always achieving set deadlines
- Use Crystal Reports and MS Excel to extract data and produce informative and engaging documents identifying trends and analysis
- Use the Inntel Intranet to publish useful and informative information gathered from the database and suppliers
- To provide reports for Supplier Management team to identify venues needing attention to contractual or rate issues
- To input on an annual basis, hotel rates plus seasonal rate changes working with Supplier Management team
- To load special offer rates as sourced and qualified by Supplier Management team
- To audit rates on Pegasus and liaise with suppliers to resolve rate issues by providing reports to eliminate problems and ensure client rates are bookable and assist Supplier Management

with rate challenges and provide a conduit between the venues / Pegasus and IT where XML messages need to be interpreted

- Any other tasks which may be deemed necessary from time to time to further enhance the position of database control in particular or the company in general
- To accept and practice total quality commitment to the mutual benefit of the Company and its clients
- To partake in the day to day incidentals required to maintain a pleasant work environment
- To seek to identify any potential opportunities which would benefit the operation and or the administration of the Company and or its employees

Key Competencies

- Outstanding attention to detail
- Excellent Microsoft Excel skills, with the ability to create and maintain formulas, pivot tables, charts, and the ability to sort, group and analyse data for cleansing and maintenance
- Very good Microsoft Office knowledge, an understanding of relational database theory, MS SQL or MySQL experience an advantage
- Knowledge of using MS Sharepoint for intranet maintenance an advantage
- Working knowledge of Crystal Reports XI an advantage
- Ability to work on own initiative and organise workload
- Ability to recognise when new procedures need to be implemented
- Excellent attitude to problem solving
- Team player

Key Qualifications

- Job/Company knowledge.
- IT Skills – Advanced Microsoft Office User, NVQ Level 3 or equivalent computer skills in Excel/Word/Email.

Quality / Environment Policy Statement

Inntel will provide a quality service and demonstrate a commitment to continual improvement to our clients and to the environment. We will ensure a timely response, competitive pricing and a consistently high quality service by maintaining the requirements of the ISO 9001:2000 Quality System and the ISO 14001 Environmental Management system.

Signed Date

Print Name