

JOB DESCRIPTION

Job Title: Venue Finder

Accountable to: Operations Director / Conference Manager

Main Role:

To provide a multi-skilled venue finding service to an allocated Conference team, encompassing Reservations cover and back up for the Admin team.

The role will ensure that applicants become fully conversant with client contract requirements, locations and hotels booked for Intel's clients, giving grounding for future career progression.

Duties and Responsibilities:

- The day to day workload as organised by the Team Leader will be to venue find on behalf the conference consultants based on requests for conference venues, locating suitable venues, negotiating rates and preparing proposals.
- To check hotel contracts on behalf of the client ensuring specific points are correct for signing.
- To provide cover on the Reservations desk when volumes/business requires additional resource. Ensuring you are fully aware of the contract requirements of Intel's clients, locating and booking accommodation that meets the Client's requests and Intel's commercial requirements.
- To provide full cover on the Admin desk, working alongside the team ensuring SLA's/KPI's are achieved in all tasks.
- Through a continuous programme of educational visits and a general awareness of trade news (journals, presentations, and updates), to be responsible for your personal development within the industry so that you can provide the breadth of knowledge required for the role.
- To participate in Familiarisation trips (12 in the first year and a minimum of 8 in subsequent years or as detailed in your offer letter of employment) and attendance of educational trips, client evenings and roadshows as deemed necessary by your line manager.
- Any other tasks which may be deemed necessary from time to time to further enhance the position of Venue Finder 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

- Good venue knowledge – maintained by visiting venues by site visiting, educational and familiarisation trips
- Methodical approach to work with good project and time management skills
- Flexible and versatile to cover several activities
- Excellent telephone and communication skills
- Good keyboard skills
- Display a 'can do' attitude

Key Qualifications

- Friendly personality
- Good written/spoken English language
- Good knowledge of Word / Excel

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 9001:2008 Quality System and the ISO 14001 Environmental Management system.

Signed

Date

Print Name