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| Role title | Commercial Executive |
| Reports to | Commercial Manager |
| Working hours | 37.5 |
| Location | York |

Role Purpose:

Inntravel's Product Data and Commercial team is responsible for managing the all-encompassing infrastructure of information and data on which the business relies to create, sell and operate many hundreds of holidays, including calculating holiday selling prices from the many cost elements that make up our intricate itineraries. The team also conducts our vital commercial relationships with a wide range of transport and other travel service providers in support of our overall holiday operation.

The Commercial Executive is a key member of this dynamic team, with a focus on holiday pricing, implementation of our day-to-day commercial co-ordination tasks, and investigating and resolving queries on a wide variety of commercial matters from around the business.

Responsibilities & Tasks:

- Holiday pricing - using costs negotiated by the Product team and applying required margins and pricing rules, the Commercial Executive uses Microsoft Excel to calculate prices for all Inntravel holidays including ancillary prices – eg. holiday extensions, hotel and room upgrades, extra nights, and transport & travel.
- Travel supplier liaison and co-ordination - conduct our day-to-day relationship ascertaining fares, booking procedures, terms and conditions and disseminating around throughout the business via the intranet, training, and customer documentation.
- Integral involvement in administration processes and project development involving Booking Conditions, insurance, supplier terms and conditions and published booking and travel guidance.
- Participation in other team tasks, eg. map stock review and ordering, price data loading and programming.
- The Commercial Executive monitors and responds to queries in the Product Data and Commercial team's e-mail inboxes resolving issues as they arise.
- Opportunities for keen walkers / cyclists to become involved in writing route notes for our customer documentation.
- Any other duty as required by management commensurate with the post.

Role Scope:

➤ Key Skills

- Highly numerate and familiar with Microsoft Excel
- Logical mind with an acute eye for detail, inaccuracy and inconsistency
- Well organised and systematic with a common sense commercial understanding
- Able to manage variable workloads effectively and meet key deadlines
- Experience of SQL and php is an advantage but not essential

➤ Personal Characteristics

- Self-motivated with plenty of initiative, but able to work well in a team environment

- Enjoys maths and enthusiastic to resolve challenges posed by numbers and procedures
- Confident communicator able to convey key ideas and information clearly and simply
- Tenacious in seeing things through and tying up details
- Demonstrate understanding and behaviours that uphold our Values

➤ **Working Relationships**

- Product Data and Commercial team
- Product team, Marketing
- Reservations & Holiday Operations team
- Holiday Information & Feedback team
- Regular liaison with other teams including IT & Finance
- Travel suppliers

Inntravel – inspiring individual discovery
Expertise through knowledge and experience
Respect for the places and people we work with
Embracing **individuality** and **creativity**
Trust through openness and integrity
Shared **enthusiasm** and **pride** in all we do