



## Person Specification

<b>Job Title</b>	Bookings and Operations Coordinator
<b>Hours</b>	Either one Full-time role, 40 hours per week, or two part-time roles, each 24 hours per week (0.6 FTE). Standard working hours: Monday to Friday, between 9am to 6pm. Flexible approach to evening or weekend work in response to business needs.
<b>Reporting to</b>	Operations Manager
<b>Direct Reports</b>	None
<b>Indirect Reports</b>	Liaison with Drivers and Conductors – predominantly part-time staff
<b>Last update</b>	11/01/2016 - DRAFT

### Experience, Knowledge, Skills and Qualifications

(D) = Desirable (E) = Essential

- 1) A friendly and confident manner on the telephone and face-to-face (E);
- 2) Good computer skills and familiarity with common programmes (E);
- 3) Ability to learn new systems and methods of working and to keep up with developments (E);
- 4) Sales experience, ideally selling services in a business to business (B2B) and business to consumer (B2C) settings (D);
- 5) Good written and oral communication skills (E);
- 6) Attention to detail and accuracy with business information and documentation (E);
- 7) Minimum of 10 years working experience or of at least three different workplaces (D);
- 8) Experience of using the telephone as a business tool (D);
- 9) Ability to understand the view of clients and to improve their perspective (E);
- 10) Good knowledge of London, including major tourist attractions (D);
- 11) Knowledge of the London inbound travel and tourism market (D);
- 12) Ability to learn how to plan tours and understand accessibility requirements for buses (D);
- 13) Ability to learn the tachograph and Working Time regulatory requirements (D);
- 14) Ability to establish positive relationships with internal and external colleagues and partners (E);
- 15) Resilience, focus and ability to work well under pressure (E);
- 16) A flexible approach, taking account of the nature of our business e.g. seasonal & time critical (E);
- 17) Experience of structured project management methodologies (D);
- 18) Ability to fulfil the principles of equality and equal opportunities in employment and service delivery. (E);
- 19) Full UK driving Licence for a private car (D)