

## Job Description

Company Values	Delight Principles
Dedicated	To excellence in customer service
Enthusiastic	Have passion for everything that we do
Likeable	Friendly and fun
Improving	Always seeking to enhance the quality of everything we do
Giving	Generous and warm hearted
Hungry	For success
Teamwork	Communicate at all times

Job Title: Head of Operations - Projects & Systems

Department: CustomerhubUK / Great Little Breaks

Reporting to: Operations Director

Job Purpose: Working closely with the Operations Director and Systems & Security Manager you will ensure the continued operation and delivery of systems within CustomerhubUK and Great Little Breaks. Where development or implementation of the new projects and/or systems are required you will lead the project, in these divisions, delivering training, liaising with third parties and embedding the systems within the contact centres. You will work alongside the other Heads of those departments to ensure all system training needs are met for the team. You will also work with the HR Manager to ensure process/procedures are written, to company standard and kept updated

### Key Accountabilities / Activities / Duties:

- Manage all internal and external operational systems on behalf of CustomerhubUK and Great Little Breaks, to include maintenance and development of existing, and new, systems that may be introduced to CustomerhubUK / Great Little Breaks
- Manage the operational systems project plan to include, but not limited to, the implementation of new software, booking engines and products within the aforementioned departments
- Provide support to front end users internally and liaising with third party suppliers and peers alike to solve the issues that arise
- Provide internal support to all end users of operational systems. Where required, manage and control communication between hotelshopUK and IT support companies to ensure timely resolution of any issues
- Manage day to day relationships with our contact centre partners and our HR Manager to ensure training and product knowledge is consistent and up to date for all areas
- Maintain and update company processes and supporting documentation liaising with the HR department to ensure they are in line with ISO 9001 guidelines and ensure any key changes are communicated to employees
- Write and deliver training programmes for all system elements of the named departments ensuring all new starters are trained and refresher training is provided to all operational staff
- Provide internal support to CustomerhubUK and Great Little Breaks end users of all technology and business systems (including managing and controlling communication with external suppliers where necessary)
- Support hotelshopUK by providing assistance to other departments as and when required

### Health & Safety

- To act on your responsibilities detailed in the Health & Safety at Work Act 1974
- To demonstrate a working knowledge of fire prevention and to follow the company evacuation plan on hearing the alarm
- To be security conscious with respect to staff/property/welfare and to report suspicious circumstances to your line manager

### General duties

- To familiarise yourself with your departmental standards of performance and to be able to demonstrate their application
- To maintain a high standard of personal hygiene and grooming at all times
- To co-operate and communicate with colleagues to ensure effective department teamwork
- To attend any meetings, training sessions and/or courses that may be beneficial to you and your development
- To follow any procedures set up for energy conservation

### Hours of work

Full time - 40 hours, to cover our various business hours, Monday to Friday. Flexibility to cover our out of hours service on a rota basis.

Opening hours: Monday to Friday 9am-5.30pm.

### Package

Upon application.

### Flexibility

Due to the nature of the business, a degree of flexibility is required, and the post holder may be required to perform certain tasks not specifically referred to above.

### Person specification & skills required

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> <li>• GCSE English &amp; Maths</li> </ul>	
Attainments/competencies	<ul style="list-style-type: none"> <li>• Computer literate</li> <li>• Written and verbal communicator at all levels</li> <li>• Customer focused</li> <li>• Excellent attention to detail</li> </ul>	<ul style="list-style-type: none"> <li>• Motivational skills</li> <li>• Good commercial awareness</li> </ul>
Previous experience	<ul style="list-style-type: none"> <li>• Knowledge of hotel and attraction self-booking portals and PMS / CRM systems</li> <li>• Experience of delivering classroom style training</li> <li>• General computer maintenance</li> <li>• Knowledge of phone systems</li> <li>• Experience of writing processes and procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Over 2 years' experience in an account management role and delivering customer focussed results</li> </ul>

Criteria	Essential	Desirable
	<ul style="list-style-type: none"> <li>• Microsoft Word &amp; Excel</li> <li>• Effective time manager</li> <li>• Adaptable to changing environments</li> </ul>	
Experience required	<ul style="list-style-type: none"> <li>• At least two years' experience in a similar role</li> <li>• Ability to work on own initiative and to tight timescales when necessary</li> <li>• Possess excellent communication skills</li> <li>• Ability to follow Company Policy and Practices</li> </ul>	<ul style="list-style-type: none"> <li>• Experience with problem solving and customer complaints</li> <li>• Knowledge of hotel and travel Industry</li> </ul>
Special aptitudes (e.g. oral or written skills, manual dexterity, etc.)	<ul style="list-style-type: none"> <li>• Enthusiastic self-starter, able to work on own initiative</li> <li>• Willingness to learn</li> <li>• Well organised</li> <li>• Positive 'can do' attitude</li> </ul>	