**Job Description –Global Operations Specialist**

**Based in veSpace Swindon Office**

**Key Objectives & Purpose:**

* To build strong working relationships with clients and colleagues
* To ensure outstanding operational excellence
* Achieve margin percentage set for each event
* To live and breathe our values, ensuring they are at the heart of all business relationships and decisions.

**Role Responsibilities**

* Managing client enquiries from initial enquiry through to completion of booking.
* To ensure that deadlines and client SLAs are met.
* To negotiate the best rates on behalf of clients.
* To prioritise workloads and support the team in order to fulfil client needs.
* To proactively learn and follow specific client and internal processes.
* To be confident in contract checking and scrutinizing the detail.
* To be fully competent in using The Gratis booking tool, with maximum efficiency in mind.
* To follow up after every booking with a courtesy call and to understand future requirements.
* To be responsible for collecting the final invoice once a booking is complete, ensuring commission levels are set correctly in Gratis and reconciling to match the final invoice – ensuring SLA is met.
* To support the Commercial area by proactively negotiating enhanced commission, requesting credit facilities, and being aware of deals in place.
* To maximise all product knowledge opportunities by hosting suppliers visiting the office, accompanying client on-site inspections, attending external product knowledge days and attending trade shows, and sharing within the business.
* Be aware of all joint venture partners and their offerings, in order to confidently share with clients.
* To build and develop good supplier relationships.
* To attend two key stakeholder’s client events per year.

**Experience**

* At least 3 years’ experience in a venue find /administration/ client relationship role

**Skills & Qualifications**

* An understanding of venue finding and events.
* Use of Gratis and Cvent - training can be given.
* Worldwide venue & destination knowledge desirable, not essential.
* Excellent team player.
* PC literacy including Excel, PowerPoint & Word.

**Required Competencies**

* Accountability – Being accountable for one’s own actions; taking ownership of work
* Attention to detail – The ability to process detailed information effectively and consistently
* Initiative – The ability to recognise and create opportunities and to act accordingly, rather starting something than waiting passively for it to happen
* Learning ability – The ability to absorb new information readily and to put it into practice effectively
* Negotiating – The ability to obtain maximum results
* Planning and Organising – The ability to determine goals and priorities and to assess the actions, time and resources needed to achieve those goals
* Verbal and Written expression – the ability to communicate clearly in verbal or written language
* Stress management – the ability to perform under pressure and in adversity whilst maintaining an enthusiastic, positive outlook and attitude

**OUR COMPANY VALUES**: Elegant, Together, Innovative, Real, Focused

**Reports to**

* Account Manager, with a dotted line to Head of Global Sourcing

**Direct reports**

* None

**Work Hours and Benefits**

* Monday – Friday, 9.00 am – 5.30 pm. Please note this role may travel, which may incorporate an earlier start or a later finish.
* 25 days Holiday
* Company Laptop
* Long Service recognition scheme
* Monthly and annual employee recognition
* Flexible holiday scheme
* Death in service life insurance
* Access to travel industry hotel rates