

JOB DESCRIPTION

Business Administrator & Events Advisor

Overall Responsibility:

The Business Administrator & Events Advisor will carry out the routine office requirements of TWL and its business units. To ensure that accounts receivable/payable and banking processes are carried out in a timely manner and that information in the accounting system is 100% accurate. They will also provide administration support to the General Manager, Business Support Manager and Business Development Manager in respect of communications, internal and external. Providing administration at meetings as and when required. Provide an advisory and resource role for selected event committees in relation to providing high-level event strategy, event management best practice and reaching financial sustainability goals. They will manage the internship programme and the wellbeing needs of visiting international interns.

Reports to: General Manager

Direct reports: None.

	Key Result Areas		Performance Indicators
1	Administrative support to the General Manager, Business-Support Manager-and Business Development Manager.	1.1	Provide support to the Managers with internal communications including staff newsletters, correspondence to stakeholders, project plans, agendas to regular meetings and minute taking.
		1.2	Support TWL run events with event management and administration ensuring a high calibre event is delivered.
		1.3	Assist the Business Development Manager to prepare the annual Qualmark information for the OBPC, WC and i-Site business units.
2	Internal communications.	2.1	Produce a monthly internal staff newsletter, liaising with the business units to obtain 'news' stories to share.
		2.2	Manage the internship programme and the wellbeing needs of visiting international interns. Prepare Intern performance reports.

3	Lead the relationship and provide advisory support to major events.	3.1	Provide an advisory and resource role for selected event committees in relation to providing high-level event strategy, event management best practice and reaching financial sustainability goals.
4	Accounting and Administration support functions as required.	4.1	Provide assistance to the Business Support Manager with day-to-day financial administration tasks including overseeing timesheets are received in a timely manner from each business unit.
5	Safety Focus.	5.1	Follows safe operating practices
		5.2	Identifies safety issues
		5.3	Reports or corrects hazards immediately
		5.4	Speaks up constructively with observations, concerns and recommendations.
6	Other	6.1	Undertaking any other tasks as may be reasonably instructed from time to time.
		6.2	Monitor and schedule the vehicle fleet to ensure registrations, WOF's and regular servicing is maintained.
		6.3	Bring ideas of improving environmental sustainability to every function within the business and willingly embrace environmental best practice to the role and that of colleagues.

Person Specification:

Knowledge, Skills

- Minimum of 3 years' experience in an Account's Administrator role in the travel or tourism industry.
- Experience in IBIS and booking systems.
- Excellent English skills are essential.
- Strong organisational skills with excellent attention to detail and accuracy.
- Sound understanding and commitment to excellent administrative controls.
- Adept at time management and able to work with multiple deadlines.
- Minimum two years' experience in event delivery or management with strong skills in event management best practice.

Behavioural Competencies

High Performing Team

- Committed
- Accountable
- Collaborative
- Adaptable
- Acts with Integrity

Achievement Focus

- Commits to action– takes immediate action when confronted with a problem or when made aware of a situation.
- Delivers - takes action that goes beyond job requirements in order to achieve results.
- Sense of urgency – has energy and a sense of urgency toward pursuing an opportunity, addressing an issue or preventing a problem.
- Time management – effectively prioritises tasks and manages time.

Service Excellence

- Proactive, not reactive – implements or proposes new ideas / potential solutions without prompting; does not wait for others to take action or to request action.
- Solution focused
- Adds value.
- Customer orientated.

Drive Business Growth

- Innovative.
- Continuous improvement focus – identifies gaps between current reality and expected business results and works tenaciously to meet or exceed business goals.
- Leads and participates in change – actively seeks to identify and communicate the benefits of changes; collaborates with others to implement changes
- Future focused – identifies trends and their impact and seeks/or identifies new business opportunities.

Personal Growth Orientation

- Self-motivated.
- Willing to learn and grow.
- Welcomes feedback – seeks and readily accepts feedback on own performance and is non-defensive.
- Resilience.