

## **Kickstarter Placement description**

**Company: Huben Travel Limited**

**Job Title: Administrative assistant**

### **Brief overview of the company**

Huben travel is a luxury travel business providing bespoke, tailored and concierge level travel services to a wide range of guests. Huben travel goes the extra mile to understand the customer, their needs and their wants to help craft unforgettable adventures all around the world.

As the company embarks on a new chapter of growth, Huben travel is looking to recruit an administrative assistant as a key member of the team to help ensure the smooth running of business activities throughout the year.

### **Brief overview of the role**

The main purpose of the role will be to help drive organisational efficiencies within the business to support new growth. The role will focus on implementing, developing and supporting best practice processes with the business. These will include assisting with the functioning of financial and accounting systems, CRM systems and supplier or third-party systems ensuring all these functions work together seamlessly to further support the functioning of other key teams within the business.

The ideal candidate would be an organised individual with a keen eye for detail they would need to have a genuine interest and ideally experience in the travel and tourism sector including an understanding of emerging trends in travel and tourism.

You will be early in your career or have started to develop skills on your own initiative. It is likely you have taken time throughout your education and previous roles to actively involve yourself in support activity, particularly with a focus on the use of systems and how systems interact with each other.

This role is likely to involve a mix of home and office-based working

### **Key Responsibilities**

- Maintaining CRM records to ensure the sales cycle is maintained to a high standard
- Update, maintain and process accounting transactions in the company's accounting system
- Organise and track signed supplier contracts and documentations
- Assist with post booking, pre departure customer enquiries
- Collate, respond and then add customer testimonials onto the company website
- Handling customer service queries, problem solving and ensuring the highest levels of service are achieved to maximise guest retention
- Management and ordering of packaging and promotional activity
- Administrative support as needed

### **Desired skills**

General:

- A good level of English, both written and verbal
- Excellent time management and organisation skills
- Excellent communication skills and telephone manner

- Confidence to present ideas and destinations over the phone
- Ability to multi-task
- Able to work as part of a team
- Very high level of attention to detail
- Flair for creative writing and marketing
- Self-motivated with the ability to work with minimum supervision
- Analytical and resourceful mind
- Flexible and adaptable approach to working in a rapidly growing and changing business
- Experience in the use of social media management systems would be advantageous
- MS Office skills (Word, Outlook, Excel, PowerPoint)

#### Personal qualities

- Hard working
- Punctual and reliable
- Keen to learn and develop new skills/knowledge
- Positive and enthusiastic attitude
- Fun and confident personality

#### Desired qualifications

- Travel and tourism qualification is desirable
- A related degree classification of 2.2 or above at University
- A Levels (A\* - E) or equivalents
- GCSEs (A\* - C) – Maths, English