



## Job Description

### Holiday Advisor

**Supported by:** Bookings Manager

**Hours:** 35hrs per week

**Location:** Business Design Centre, London, N1 0QH

**Annual Leave:** 23 days per annum (rising to 28 over period of service) plus bank holidays

A Contributory Pension Scheme is available to all employees.

### Providing unforgettable holidays for over 50 years

Revitalise is both the UK's largest provider of respite holiday breaks, and the UK's largest residential volunteering charity. With 50 years' experience our three holiday centres now provide close to 5,000 essential breaks each year for disabled people and those who care for them.

At Revitalise we work hard to create amazing holidays for our disabled guests and their carers. We like to come to work determined that the world is going to be a slightly better place for people at the end of today than it was yesterday, and that we're going to help make that happen.

### Your role

As a vital member of our Bookings team, you are the voice of Revitalise. You create every first impression. It is your enthusiasm, expert knowledge of our holidays and warm and friendly manner that will leave guests smiling after they have hung up the phone.



You will help each and every guest to choose their perfect holiday, taking the time to find out about them and the care support they need. You will know our holiday centres inside out.

You will be determined - you get a buzz after a successful day where you have been the driving force behind our sales figures. Your passion for Revitalise is infectious and you will feel proud of the impact you have on the overall success of the charity.

## Summary of key duties

- Promptly answer incoming calls in an enthusiastic, courteous and efficient manner.
- Complete bookings and volunteer administration.
- Conduct outbound customer service calling when not taking incoming calls.
- Identify the customer's requirements and provide the appropriate break or holiday.
- Resolve queries where possible, transfer to others or call back with resolution, as appropriate.
- Develop and maintain good knowledge of all aspects of the Revitalise centres.
- Process all data correctly in the Trip reservation system and complete all essential information fields.
- Be clear and honest in communicating all information to guests and Revitalise colleagues.
- Be positive and flexible as part of a results driven team.
- Liaise with staff at the centres on booking details.
- Inputting of quality data from guest and volunteer questionnaires.
- Obtaining DBS checks for volunteers.

## Knowledge and experience of

- Databases and CRM systems
- Microsoft Office Suite
- Strong spoken and written communication skills
- Presentable, confident and able to communicate at all levels
- Pro-active, self-starter
- Strong multi-tasking capabilities
- Positive team spirit
- Ability to effectively prioritise and execute tasks
- Innovative and open to learning.