



## Sales & Reservations Agent

Supported by:	Sales & Reservations Manager
Hours:	Full time; 37.5 hours per week
Location:	Stroke House, 240 City Road, London, EC1V 2PR
Salary:	£24k
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 breaks for nearly 60 years

Our essential short breaks boost wellbeing, rejuvenate relationships and bring disabled people and carers closer together. We create revitalising breaks filled with entertainment and new experiences, backed up by 24-hour nurse led care and much needed reassurance for our guests. Without Revitalise, some time away from the challenges of everyday life would simply be out of reach for many disabled people and their families.

At Revitalise, 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.

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### Your role

This is an exciting opportunity to join a high-performing Sales & Reservations function, focusing on delivering a brilliant bookings experience and nurturing relationships with guests to encourage them to rebook and to recommend us to their friends and family, thereby allowing the team to achieve revenue targets and effective conversion.



## Objectives of the role

1. To be part of delivering a **brilliant and seamless guest experience** from point of booking throughout our guests' stay that encourages guests to book and to promote Revitalise to their friends and family.
2. To maximise guest **occupancy, income and revenue** by converting inbound enquiries and through proactive outbound sales calls.
3. To ensure all **bookings administration** is completed in an accurate, timely manner to support the guest experience and the maintenance of data and information systems.
4. To work as part of **a positive, high performing and collaborative** team culture.

## Specific duties will include

- Providing outstanding customer experience across all guest interactions as a core part of the overall guest experience of Revitalise.
- Answering inbound guest calls, understanding, and anticipating guests' requests and providing accurate information on Revitalise's services to encourage and secure guest bookings.
- Up-selling, when appropriate, by informing customers of additional services or special packages.
- Conducting outbound sales calls to current and potential guests to maximise guest bookings, sales, and revenue.
- Being aware of centre income targets and maximising efforts to meet those targets; monitoring and seeking to optimise your own performance.



- Identifying future selling opportunities and proactively communicating them to the wider team and the Sales & Reservations Manager to inform sales strategies.
- Completing guest bookings, ensuring that all the appropriate data is captured, and the guest has the information and documentation required to confirm their break and provide reassurance.
- Liaising with key stakeholders in the centres to ensure the guest experience is smooth and bookings are fully complete.
- Responding to guest email enquiries and ensuring the enquiries mailbox is managed in an efficient manner, to internal standards.
- Completing all administrative procedures efficiently and in accordance with internal standards.
- Maintaining accurate filing systems for all correspondence within the department, and ensure all filing is completed daily.
- Developing and maintaining good knowledge of all aspects of the Revitalise centres.
- Performing as part of a team, assisting colleagues where necessary and carrying out other relevant duties as requested by the Sales & Reservations Manager.

## **Other Duties**

- To attend and contribute to team meetings as required.
- Promoting and maintaining equality and diversity throughout the organisation.



## Person Specification

We need you to use the application form or your CV covering letter to give evidence of how you meet the requirements in each point listed below.

### Experience

1. Previous experience in a customer facing role delivering 5\* customer satisfaction.
2. Experience of hotel bookings and CRM systems.
3. Confident and competent administrator who is highly organised and efficient.
4. Managing complex and difficult interactions with guests, including complaints.
5. Organising a varied workload, successfully completing tasks to set deadlines.

### Skills, Knowledge and Abilities

1. Proficient user of all Microsoft Office systems as well as online reservations and CRM systems.
2. Excellent verbal and written communicator.
3. Results-focused self-starter and a proficient multi-tasker.
4. A demonstrable commitment to Revitalise's values in all personal and professional behaviours: inclusive, change-maker, caring, joyful, hardworking.
5. Interest in working for an organisation which supports people with complex disabilities and seeks to transform society to a more equal and inclusive state.



6. Commitment to diversity and inclusion in the delivery of employment.

**In addition, the following are required for this role. However, you do not need to address these in your application**

- Willingness to work flexibly in response to changing organisational requirements.
- Willingness and ability to travel within the UK from time to time with overnight stays where necessary.

**In the interview and selection process, we will be assessing candidates against the following competencies (you do not need to address these in your application form/covering letter).**



COMPETENCY	PRIMARY INDICATORS
Improving and Innovating	<ul style="list-style-type: none"> <li>• Is service user/guest and customer focused</li> <li>• Is open to new ideas, continuous improvement and change</li> <li>• Handles situations and problems with innovation and creativity</li> <li>• Shows commercial and financial awareness</li> </ul>
Interacting and Influencing	<ul style="list-style-type: none"> <li>• Demonstrates values-driven behaviours at all times</li> <li>• Shows self-awareness</li> <li>• Works well with other people</li> <li>• Collaborates and networks effectively internally and externally</li> <li>• Shows sound communication and influencing skills</li> </ul>
Understanding and Doing	<ul style="list-style-type: none"> <li>• Able to find and analyse relevant written and numerical information and use it to make sound judgements</li> <li>• Able to think strategically</li> <li>• Demonstrates the necessary technical skills and aptitudes at the level that are required for the role</li> <li>• Has good writing skills at the level required for the job</li> <li>• Plans, organises and manages time well</li> <li>• Demonstrates compliance and accountability</li> </ul>
Involving and Including	<ul style="list-style-type: none"> <li>• Builds stakeholder involvement into all activities</li> <li>• Aware of own level of cultural competence and proactively seeks to develop</li> <li>• Actively promotes equality, diversity and inclusion among colleagues and service users/guests.</li> </ul>

## To apply

Please contact Louise Ranger by emailing [lranger@revitalise.org.uk](mailto:lranger@revitalise.org.uk).  
Application deadline is 21<sup>st</sup> February 2022.