

## Partnership Helpdesk Advisor

### Role Description (purpose):

The Partnership Helpdesk Advisor provides expert sales and system support to Travel Agents when all self-service options have been exhausted, resolving a range of product, process and sales queries at the first point of contact and building great relationships with our partners. Working with limited supervision, primarily on the phone but occasionally via email or social media, the Partnership Helpdesk Advisor requires strong communication and problem solving skills to quickly and effectively identify the root cause of an issue, providing a resolution and coaching the agent through use of our systems. The Partnership Helpdesk Advisor is an advocate for our brands, ensuring that we are easy for our Travel Agent partners to do business with and are supported in driving revenue and delivering a great guest experience.

The Partnership Helpdesk Advisor will also work closely with our Direct teams, speaking directly to our guests and delivering a world class experience while maximising revenue opportunities in every interaction.

<b>RUI:</b> (if updating existing JD)	336	<b>Grade: CUK 13</b>	<b>DBS check required</b>	Not Applicable	
<b>Directorate:</b> (Operating Company where Applicable)	<b>Contact Centre Operations</b>	<b>Reports to:</b>	<b>Contact Centre Team Leader</b>		
<b>Function:</b>	<b>Contact Centre Operation</b>	<b>Team:</b>	<b>Telephony</b>		
<b>Direct reports :</b>	<b>N/A</b>				

### Accountabilities

#### Travel Agent Support and Engagement

- Provide 'helpdesk' support to travel agent partners, resolving product or system queries, processing new bookings and administration of existing bookings via the phone and occasionally email or social media
- Using in depth knowledge of multiple systems to coach Travel Agents in their use and encourage self service where possible
- Identifying opportunities to add value or drive revenue, promoting these to our Travel Agent partners where appropriate
- Support Travel Agents in resolving guest complaints, making decisions independently within agreed limits
- Provide feedback and identify Travel Agent process or training gaps, making recommendations for improvement where necessary
- Promote new initiatives or key messages to Travel Agent partners

#### Direct Sales

- Act as a point of contact for our Direct guests where required throughout the sales lifecycle and use a number of techniques to pro actively identify revenue generating opportunities and secure these at first point of contact
- Maintain a high level of technical product and process knowledge

#### Customer Service

- Adopt a multi-disciplinary approach to calls, covering pre and post sales customer service, general enquiries, complaints
- Maintain a good level of knowledge on product, process and legislation (eg. DPA)
- Be creative and pro active in identifying and resolving potential issues
- Resolve a majority of complaints at first point of contact ensuring all compensation offers are made within agreed guidelines
- Maintain a focus on guest experience, ensuring they are at the heart of everything we do
- Provide feedback and support the identification of process or training gaps to further enhance the guest experience

### Personal Development

- Work collaboratively with Team Leader to create, own and follow Personal Development Plans
- Participate in regular performance reviews, 1:1s, team meetings and buzz sessions
- Responsible for role modelling appropriate behaviour and standards in the Customer Contact Centre

### Technical and System Responsibilities

- Maintain up to date systems and process knowledge
- Follow a number of Customer Contact Centre processes, providing feedback where necessary

### Health, Environment, Safety, Security (HESS) Responsibilities

- Lead by example by taking care of the health and safety of you and others
- Report all accidents, 'near miss' incidents and work related ill health conditions to your manager/supervisor/team leader
- Follow safety rules and procedures
- Use work equipment, personal protective equipment, substances, and safety devices correctly
- Take part in safety training & risk assessments and suggest ways of reducing risks
- Actively promote safe working within your team and encourage safe behaviours

### General Responsibilities

Adhere to Corporate Policies and Procedures, including Code of Conduct, Audit Procedures and any control related responsibility for financial data entered, stored, or reported via business systems (list not exhaustive).

Undertake ad hoc duties as required

Out of hours work if necessary to support any unforeseen crisis events

Project work

Off site activity such as ship visits

### Scope:

#### Problem solving:

- Use problem solving skills identifying relevant solutions to customer complaints / feedback
- Natural ability to probe and explore situations to ascertain relevant information
- Take ownership of problems
- Suggest improvements/recommendations

### Demonstrable Behaviours (what needs to be demonstrated in 'how' to be successful in the role) :

#### Self Mastery

Is direct, truthful and widely trusted. Reflects on how their approach & behaviour impacts others. Learns from experience, feedback & takes action to continuously improve. Faces difficult issues and provides support and feedback to others to do the same.

#### Improve & Innovate

Makes progress & remains calm when facing uncertain situations. Seeks to understand both internal and external customer needs to inform actions. Identifies & implements useful ideas that are new, better and enhance guest or people experience. Takes creative ideas then puts them into practice.

#### Engage & Empower

Invites input & shares ownership and visibility. Seeks to understand different perspectives and cultures. Treats everyone as an individual, safeguards colleagues and teams Wellbeing. Coaches others & creates an environment where people do their best work.

#### Accountability & Commerciality

Displays a can do attitude in good and bad times. Follows through on commitments. Takes personal responsibility for decisions, actions and failures. Seeks to understand the commercial impact when making decisions.

#### Inspire and Achieve

Seeks to makes sense of complex situations. Keeps an eye on the future and identifies the impact on team. Communicates with energy and engages the team. Shows a clear connection between company goals and individual's aspirations & targets.

**Knowledge, Experience and Qualifications required:**

**Qualifications – essential:**

- GCSE/O level English language and Mathematics or equivalent

**Knowledge/ Experience – essential:**

N/A

**Qualifications – desirable:**

- NVQ in Customer Service
- Recognised qualification in Travel & Tourism e.g. Degree, HND, BTEC Diploma

**Knowledge/ Experience – desirable:**

- Previous experience with Customer Service environment
- Travel agency or tour operator background

<b>Issue Date:</b>		<b>Issued by (name):</b>	
<b>REWARD ONLY</b>	<b>Grade: CUK13</b>	<b>RUI: 336</b>	<b>Date Approved: 15/04/2021</b> <b>AW</b>