

VACANCY

Tour Administrator (0.6FTE)

Reporting to: Director – Specialised Travel Concert Touring
Position type: Permanent / part-time 0.6FTE
Location: Remote working, with flexibility to work from our Ealing Offices
Salary: £28,000 - £30,000 pa according to experience
Application deadline: Sunday, 20 November 2022, 12 noon
Interviews: Interviews to be held w/c 21 Nov 2022
Start date: ASAP (exact date to be confirmed)

Are you a good organiser who thrives on working with people? Are you someone who is interested in Classical music and European travel? If so, this could be the perfect role for you. We are looking for an enthusiastic tour administrator to join our team to work on concert tours for non-professional music ensembles travelling primarily within Europe.

This is a great opportunity for a creative, motivated and organised individual to get involved in something very special. We're looking for someone with exceptional attention to detail who will thrive in a fast-paced environment. Someone who's fun to be with, cares about their work and will thrive in a team who are passionate about what they do.

This role requires the successful applicant to have a full & valid driving licence and be confident driving in the UK and abroad (own transport not required).

Starting date: ASAP

How to apply:

Please email your CV and a short covering letter (no more than 500 words) to Dan Porterfield recruitment@acfea.co.uk – please include the position you are applying for in the subject.

Please ensure that your covering letter or video statement details fully how your experience, knowledge and skills match our Person Specification. Please also tell us about the most interesting place you've visited.

The interview will take place via Microsoft Teams video call. Due to the high level of applications anticipated, only those selected for interview will be contacted.

If have any questions about the role before applying, then please write to Dan Porterfield on: dporterfield@stlon.com

All applicants must be permitted to work in the UK and hold a relevant work permit where necessary. This is not a role for which Specialised Travel Ltd will act as a sponsor for a visa application.

About Specialised Travel Concert Touring (STCT)

Specialised Travel Concert Touring, part of the ACFEA global network, arranges tailor-made concert tours throughout Europe and worldwide for choirs, orchestras and bands. The Company was founded in London in 1955 to provide university study-abroad programs and concert tours for American groups in Europe under the name "Associate Consultants For Education Abroad". We have offices and representatives in Europe, the USA, Mexico, South Africa, China, Hong Kong and Australia. STCT is a division of Specialised Travel Ltd, the leading provider of travel services to the performing arts world. For further information see www.acfea.co.uk

Additional information

You will be employed by Specialised Travel Ltd. We work remotely, but there is the option to work/meet at the Company's offices at Craven House, 40-44 Uxbridge Road, London, W5 2BS. The nearest tube is Ealing Broadway. This position requires the successful candidate to undertake travel around the UK and the EU.

Remuneration and Benefits

Salary is negotiable, depending on experience. The post carries 20 days of paid holiday per year pro rata in addition to statutory bank and public holidays. Holiday entitlement increases with years' service.

All employees are auto-enrolled onto the Company pension scheme on successful completion of a probationary period. Other benefits are available, including a health cash plan with Healthshield.

Office hours

Normal working hours are 9.30am to 5.30pm with one hour for lunch. You will be expected to work such hours as the business reasonably requires. We do not pay overtime outside of office hours, as your salary reflects this possibility. Willingness to travel and work out of office hours required. We offer time off in lieu for weekends worked whilst travelling.

References

All appointments are subject to the receipt of at least two satisfactory written references.

JOB DESCRIPTION

Tour Administrator

Specialised Travel Concert Touring (a division of Specialised Travel Ltd)

Working closely with the UK outbound team, delivering all aspects of concert tours primarily for British groups travelling within Europe & further afield. Duties include:

Operations

- Provide comprehensive administrative support to the Director
- Managing correspondence with internal and external contacts by email & phone
- Assisting with the sourcing and booking of concerts, accommodation, meals, sightseeing and travel arrangements in liaison with local suppliers and concert representatives
- Using Insightly CRM to manage tour projects
- Booking channel ferries and preparing ferry manifests
- Preparing tour documentation such as concert lists and hotel rooming lists
- Preparing courier contracts and arranging staff repositioning
- Assisting with flight administration, including APIS collection and ATOL certification
- Health & Safety audit administration
- Preparing detailed coach itineraries
- Collating final documentation in preparation for group departure
- Administering Visa support

Client support

- Organising & making individual travel arrangements for site inspections
- Delivering and accompanying clients on site inspection visits abroad which involves driving a hire car in destination
- Attending online & in-person tour/sales meetings as required
- Building and maintaining relationships with clients

Publicity

- Designing and creating concert posters using Canva

- Arranging the printing and international distribution of posters & flyers
- Administration of facebook events, including FB/Meta ad administration
- Collecting and creating content for the ACFEA/STCT social media channels
- Collating and writing blog entries

Financial administration

- Raising invoices using XERO software
- Processing outgoing payments to suppliers
- Keeping finance spreadsheets up to date using excel
- Processing & reconciling expense claims

General administration

- Arrange and make practical arrangements for the sales meetings, prepare and distribute documents in advance, take and distribute minutes as required
- Conference administration, including the arrangements of travel and payments, for the various conferences the sales team attends throughout the year
- Providing cover during periods of absence
- Providing on-call support in case of emergencies whilst groups are on tour
- Undertaking other tasks as may be required from time to time
- The position provides the opportunity of accompanying groups on tour as courier (subject to language skills; criminal records disclosure may be required)

Specialised Travel Ltd is committed to diversity and equality of opportunity in all working practices.

PERSON SPECIFICATION

E = Essential D = Desirable A = Advantageous

CRITERIA	STANDARD	E/D	MEASURED BY
Experience	Some office experience, ideally in a Classical music-related field	D	Application/Interview
	Experience of providing administrative support	D	Application/Interview
Knowledge	Knowledge or appreciation of Classical music	E	Application/Interview
	Some knowledge of European destinations	E	Application/Interview
Skills	Ability to produce accurate work to tight deadlines with multiple priorities	E	Application/Interview
	Customer service orientated approach and ability to deal with a broad range of people	E	Application/Interview

	Flexible manner and ability to remain calm under pressure	E	Application/Interview
	Fluent English, with ability to communicate clearly in writing and orally in meetings & presentations	E	Application/Interview
	A good working knowledge of at least one other European language is an advantage	A	
	ICT skills: Canva Social Media (FB, TW, Tiktok) Office 365: Outlook, Word & Excel, PowerPoint Insightly CRM Xero accounting system	E D E A A	Application/Interview
	Valid full-driving licence & confidence driving in the UK & the EU.	E	Application

Couriers for Youth Groups

Policy on Disclosure reports from the Disclosure and Barring Service

As part of our commitment to health & safety, Specialised Travel Ltd requests couriers working with youth groups to disclose their criminal records (exempted from the Rehabilitation of Offenders Act (ROA) 1974, Exceptions Order 1975). This applies to all youth tours which Specialised Travel Ltd has contracted directly, as well as to incoming youth tours from Australia.

Employment will be confirmed subject to a satisfactory Enhanced Disclosure report from the Disclosure and Barring Service (DBS).

The Disclosure will contain details of all convictions on record including spent and unspent convictions, cautions, reprimands and final warnings. It will also contain information from local police records and the Independent Safeguarding Authority (ISA) barred lists. See <https://www.gov.uk/dbs-check-applicant-criminal-record> for further information.

Specialised Travel has appointed DDC (Due Diligence Checking) as the umbrella body for obtaining access to criminal records from the Disclosure and Barring Service. See www.ddc.uk.net for further information. Once an offer of courier work has been made, Specialised Travel will arrange for DDC to email a link so the courier can make an online application. Once the courier has completed the online process, the courier should send to Specialised Travel the required ID documents for verification.

Couriers not resident in the UK must apply for criminal records disclosures from their own country of residence. They must disclose to Specialised Travel their full criminal record details, including cautions, reprimands or final warnings, as well as any convictions. Couriers living overseas should consult their Embassy for advice on how to access their criminal records.

Couriers will be required to reapply for a disclosure report every 3 years.

Data Protection

Given the confidential nature of criminal records, Specialised Travel will ensure that all Disclosure information is stored securely. Documents will be stored securely, with restricted access limited to senior members of staff involved in the recruitment. In accordance with section 124 of the Police Act 1997, Disclosure information is only passed to those who are authorised to receive it in the course of their duties. We maintain a record of all those to whom Disclosures or Disclosure information has been revealed and we recognise that it is a criminal offence to pass this information to anyone who is not entitled to receive it. Disclosures will be destroyed within 6 months. However, Specialised Travel may keep a record of the date of issue of a Disclosure, the name of the subject, the type of Disclosure requested, the position for which the Disclosure was requested, the unique reference number of the Disclosure and the details of the recruitment decision taken.

We make available to all couriers our company Privacy Policy which includes detailed information on how we use and protect your personal data. This is available online at www.acfea.co.uk

Policy statement on the recruitment of ex-offenders

This written policy on the recruitment of ex-offenders is made available to all Disclosure applicants:

As an organisation using the Disclosure and Barring Service to assess applicants' suitability for positions of trust, Specialised Travel complies fully with the DBS Code of Practice and undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of conviction or other information revealed.

Specialised Travel is committed to the fair treatment of its staff, potential staff or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background.

We actively promote equality of opportunity for all with the right mix of talent, skills and potential, and welcome applications from a wide range of candidates, including those with criminal records. We select all candidates based on their skills, qualifications and experience.

A Disclosure is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For courier positions where a Disclosure is required, all application forms, job adverts and recruitment briefs will contain a statement that a Disclosure will be requested in the event of the individual being offered the position.

We ensure that all those in Specialised Travel who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. We also ensure that they have received appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders, e.g. the Rehabilitation of Offenders Act 1974.

Before an offer of employment is confirmed, we ensure that an open and measured discussion takes place with the courier regarding any offences or other matter that might be relevant to the position (exempted from the Rehabilitation of Offenders Act (ROA) 1974, Exceptions Order 1975). Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment.

We make every subject of a DBS Disclosure aware of the existence of the DBS Code of Practice and make a copy available on request. We undertake to discuss any matter revealed in a Disclosure with the person seeking the position before withdrawing a conditional offer of employment.

Having a criminal record will not necessarily bar you from working with Specialised Travel Ltd. This will depend on the nature of the position and the circumstances and background of your offences.

Updated 17 Aug 2022 / BS