



## **Role Profile**

<b>Job Title</b>	<b>Change Control Executive</b>
<b>Department</b>	<b>Change Control</b>
<b>Hours</b>	<b>40hrs per week</b>
<b>Recruiting Manager</b>	<b>Alex Ulatowska</b>
<b>Number of Roles</b>	<b>TBC</b>

### **Role Purpose**

Reporting to the Change Control Manager, the role holder will undertake duties across the operational changes areas to deliver timely and accurate responses and actions to in-house and travel provider enforced amendments and in so doing, ensure efficient and professional communication with customers.

A strong focus on best cost solutions and mitigating exposure to the company through operational changes is an important task.

### **Key accountabilities & responsibilities:**

- Ensure that flight and hotel change notifications are processed, reviewed and actioned effectively.
- Develop close contact with our travel providers to leverage best possible outcome for our customers and the company
- Ensure communication to other customer service departments is completed clearly.
- Contacting customers directly to advise them of booking amendments and offering suitable options / alternatives to retain custom an prevent cancellations
- Monitor trends in supplier performance and IT support in order to identify areas for improvement
- Direct telephone contact with customers

### **Key skills, knowledge and personal attributes required:**

- Customer focused and a record of telephone contact work
- Highly adept at IT and internet systems usage
- Excellent written and communication skills
- Pro-active problem solver, able to work on own initiative and remain calm under pressure
- Good team player able to work alongside colleagues and share workload
- Experience of building relationships with internal colleagues and external suppliers
- Previous experience of telephone contact work

### **Any additional relevant information:**

- The role will require flexibility to work outside of a 9-5 pattern and will include weekends to support the business needs
- Working week will be scheduled on a roster basis