



<b>Job Title</b>	<b>Direct Contracts Executive (Loading)</b>
<b>Department</b>	<b>Direct Contracting</b>
<b>Hours</b>	<b>40hrs per week</b>
<b>Recruiting Manager</b>	<b>Karen Brand</b>
<b>Number of Roles</b>	<b>1</b>

### **Role Purpose**

Reporting to the Direct Contracts Operations Manager, the role holder will undertake such duties across the direct contracting area

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

- Data entry of room rate data and room allocations from direct Hotel Contracts into Derwent operating system.
- Discuss any discrepancies on the Hotel Contracts with the relevant Contract Manager to avoid misinterpretations.
- Test direct contracts to ensure accuracy of data entered.
- Liaise with Direct Contracts Operations Manager and Contract Manager regarding any system errors/limitations that prevent the loading of contracts and follow through to resolution.
- Update/Amend contracts with Special Offers received from hotels.
- Ensure all required paperwork is received and filed accordingly.
- Update stop/free sales
- Monitor room allocations and request top ups
- Investigate pricing issues and invoice queries

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

- Strong eye for detail and the ability to work at speed, whilst maintaining full accuracy.
- Logical approach to problem solving.
- Ability to identify errors/changes and escalate these to line management
- 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

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

- The role is initially planned to work across a 09.00-18.00 / Monday to Friday work pattern