**Be Part of it**

**Travel Advisors**

**On-Call based at Belfast International Airport.**

**Closing Date: 10am on Tuesday 29th August 2023**

To support Visit Belfast’s plans to deliver tourism growth to the city and region, we have an exciting opportunity for a number of on-call **Travel Advisor positions** at Belfast International Airport to join the Visitor Servicing team.

With the recent accolades from travel experts Lonely Planet and National Geographic Traveller, Belfast and Northern Ireland are well and truly on the global tourism map and there’s never been a better time to work in tourism.

**Job Overview**

Post-holders will provide an efficient and comprehensive tourist information and ticketing service for visitors arriving into Belfast International Airport, as well as information on local tours, attractions, events and festivals for residents and visitors to Belfast and Northern Ireland.

Excellent communication, interpersonal and customer care skills will be essential, as will a good knowledge of Belfast and Northern as a holiday destination is required. Fluency in a European language is desirable.

Good administrative and organisational skills, sales skills, and a working knowledge of Microsoft Word, Excel and Outlook are a requirement.

Working evenings, weekends and bank holidays, early or late shifts will be a normal part of the duties as a Travel Advisor. Please see the full job description and specification for further details.

**Remuneration**

The hourly rate for these positions is £10.90 per hour.

**Location**

Post holders will be based in the Belfast International Airport Visitor Information Centre (BIA VIC) and may occasionally work at the Visit Belfast Welcome Centre (VBWC) and/or Belfast Cruise Hub.

**Hours of Work**

This is a zero hour on-call contract which will require you to work weekends, Bank Holidays and evenings, occasionally you may be asked to work off-site events. Bank holidays are paid at double time, all other hours as normal.

**Airport Pass**

A requirement of this post will be to have an airport pass, for this you need to have 2 years referenced employment history.

**Annual Leave**

The leave year runs from 1 January to 31 December. Annual leave is paid as an allowance each quarter dependant on the hours worked the previous quarter.

**Pensions**

Visit Belfast is a member of the NI Local Government Officers’ Superannuation Committee (NILGOSC) pension scheme, with a 19.7% employer contribution. Other Benefits Visit Belfast participates in a number of HMRC approved salary sacrifice schemes which allow employees to benefit from goods and services through monthly payroll deductions which provide tax and national insurance savings.

**About Visit Belfast**

Visit Belfast (formerly Belfast Visitor and Convention Bureau) is a public/private sector partnership funded and supported by Belfast City Council, Tourism Northern Ireland and the private sector.

It is the official tourism marketing agency for the Belfast City Region, dedicated to promoting Belfast as a city break, conference and cruise ship destination. It is also responsible for the operation of two gateway tourist information centres, and the Visitor Information desk at the Cruise Welcome Hub.

Visit Belfast represents more than 500 tourism businesses and services across the industry including accommodation providers, attractions, conference venues and services, tour operators, transport providers, entertainment venues, restaurants and cafes, pubs and clubs and event organisers.

It provides an extensive range of marketing platforms for tourism businesses to promote their products and services to travel trade and consumers. In marketing Belfast as a world class destination, we are keen to work with businesses that reflect the best of what the city has to offer potential visitors.

Visit Belfast’s core purpose is “to create and service visitors for Belfast and Northern Ireland in order to generate an economic benefit for the city region, creating jobs and wealth”.

More information about Visit Belfast can be viewed here <https://visitbelfastpartners.com/about-us/>

**Job Description**

**POSITION:** **On-call Travel Advisor**

**DEPARTMENT:**  Visitor Servicing

**REPORTING TO:** Airports Supervisor and Visitor Services Operations Manager.

**SALARY:** £10.90 per hour.

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Reporting to the Airport Supervisor and in their absence the Visitor Services Operations Manager at Visit Belfast Welcome Centre (VBWC), Travel Advisors are responsible for the provision of an efficient and comprehensive information service primarily for visitors arriving in Belfast and Northern Ireland but also for Northern Ireland residents.

DUTIES AND RESPONSIBILITIES:

Some of these duties and responsibilities will be location specific i.e., Airport Visitor Information Desk or Visit Belfast Welcome Centre, and Cruise Welcome Hub.

1. Provide an information service on attractions, transport, tours, events, places of interest etc. in Belfast and Northern Ireland for tourists and Northern Ireland residents visiting the Airport or other sites
2. The booking of transport including Translink and tour tickets, sale of literature, other goods and services and associated cash handling e.g. retail.
3. The selling, cross-selling, up-selling for events, tours, festivals through VB’s ticketing system.
4. Sales of gifts through the gift shop, including reaching daily sales targets.
5. The daily servicing of email and postal enquiries by the selection of the appropriate literature and necessary correspondence.
6. Replenish stock levels when needed, making sure the full-size range is on the shop floor where possible.
7. The daily recording and monitoring of all enquiries and sales from whatever source.
8. The daily/weekly maintenance of information files and records and racking of literature displays.
9. Procurement of up-to-date publicity and promotional material from all relevant sources for display in, and distribution from the Airport Desk or VBWC.
10. Attendance, when required, at receptions and exhibitions (locally and internationally) in which Visit Belfast or Tourism Northern Ireland are involved.
11. Occasional working off-site as required e.g. cruise ships, events etc.
12. The provision of any other form of service with which the post holder may be charged in accordance with Visit Belfast’s general activities.
13. To communicate effectively with other Visit Belfast departments to ensure integrated activity across the organisation.
14. Support the team in the development and maintenance of effective working relationships with Visit Belfast’s partners, sponsors and the industry as appropriate.
15. Provide information on the transport network and sale of Translink tickets, if based at airport locations,
16. Provide information and signposting for passengers arriving at either airport and deal with any airport information requests
17. Undertake other duties as required by management.

**PERFORMANCE APPRAISAL**

* Visit Belfast operates a system of performance appraisal set against a set of pre-determined targets and objectives.

**HOURS OF WORK**

* Hours will vary according to the time of year.
* Evenings, weekends, bank & public holiday work will be a normal part of duties.
* Airport shifts vary from 7.30am to 7pm.
* All VICS can be open 7 days a week.

**UNIFORM**

* Uniforms will be provided along with the Visit Belfast uniform policy. The VBWC uniform will consist of a branded polo shirt and fleece which should be worn along with plain black jeans and shoes.

**SMOKING POLICY**

* Visit Belfast operates a no smoking policy.
* Smoking is strictly prohibited within Visit Belfast site.
* Personnel Specification

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|  | **Essential Criteria** | **Desirable Criteria** |
| **Qualifications** | * A minimum of 5 GCSEs (or equivalent) at Grade C or above, inc. English and Maths | * Third level qualification, or equivalent, in a relevant discipline (Travel/Tourism, Leisure/Hospitality, Business or Languages etc.) |
| **Relevant Experience** | * One year’s customer service work experience, ideally in a Visitor facing role. * Proven and demonstrable experience in sales and selling skills. * Cash handling / till handling experience * A working knowledge of Belfast and Northern Ireland as a tourist destination * 2 Years referenced employment experience in last 2 years. | * Work experience of ticketing systems. * Experience of working in the tourist information service, visitor focused position, travel trade or similar * One year’s customer service work experience, in a retail environment. * Proven and demonstrable experience in sales and selling skills. |
| **Special Aptitudes** | * Excellent written and spoken English. * Excellent organisational, interpersonal and communication skills * Excellent and demonstrable working knowledge and experience in working with Microsoft Word, Excel and Outlook (please specify clearly on your application form). * Ability to work on own initiative, energy, enthusiasm and team player. * Excellent customer care skills * Smart appearance * Access for a form of transport which will allow you to meet the needs of the various shift patterns. | * Fluency in one European language, in addition to English |
| **Circumstances** | * Available to work outside normal hours, as required. * Good flexibility and availability across the working week |  |

August 2023