

# Job Description

Job Title: Allocations Assistant

Department: Allocations

Location: Gloucester

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## The Purpose of the job

To assist in the provision of departure dates on all of the available tours, whilst maintaining accurate information on the in-house systems.

## Accountabilities

- Allocating newspaper accounts to new and existing matrices
- Ensuring matrices are active or archived appropriately
- Setting up tours on Explorer for surface and cruising holidays
- Mixing tours received from Operations and following up inconsistencies
- Actioning and circulating new tour and tour amendment forms
- Collating information to enable compilation of tours consolidation reports and circulating said reports to Product and Sales
- Actioning "tours low" after tours low meeting
- Actioning "tours high" as appropriate, compile information for report and circulate to Sales Department.
- Compiling weekly booking and cruising figures.
- Setting up new accounts and maintaining existing details.
- Actioning on a daily basis, Tours full (unable sheet) and liaising with the Reservations department as necessary and the daily suspense report
- Liaising with other department, in particular with:

Product Department to request additional capacity, cancel accommodation or any other queries as required

Operations Department regarding coach and ferry requirements

Marketing Services regarding brochure production

- Investigating and solving Explorer queries generated by other departments
- Assisting with the compilation of statistics and reports.

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This role requires someone who is very methodical and IT competent. Attention to detail is absolutely essential as well. The candidate will need to be able to prioritise their workload effectively and switch from job to job as the needs arise. There is a need to be very flexible and fluid and able to work under their own initiative.