



WalkingWomen
www.walkingwomen.com

WalkingWomen

Women's walking and activity holidays worldwide

Bookings/Enquiries: Scotia Works, Leadmill Road, Sheffield S1 4SE

Tel: +44 (0) 114 241 2774

Email: queries@walkingwomen.com

Web site: www.walkingwomen.com

Job title: Office Manager

Responsible to: Managing Director

Hours: 4 to 5 days per week, 9am to 5pm

Job Purpose

This is a demanding and challenging role working in a small, virtual team. As such, the job holder must be resilient and able to 'multi-task', often under pressure.

To ensure the smooth and efficient running of the WalkingWomen office; to develop, book and administer the WalkingWomen holiday programme; to manage customer enquiries, bookings and payments; and to supervise and support the office assistant

Full job specific training provided.

Main Duties and Responsibilities

- to take responsibility for a busy office, with a small team working remotely
- to develop, research and book holidays
- to liaise with suppliers regarding current and new bookings
- to ensure all office systems are working properly
- to manage and provide support to our office assistant
- to respond to customer / supplier emails and telephone enquiries
- to input information onto our booking system
- to liaise with guides to ensure the smooth running of our holidays
- to take online payments and process cheques and bank transfers
- to check all invoices for payment
- to produce content for our website and brochure
- to promote WalkingWomen on social media including Facebook, Twitter, Instagram
- to produce publicity material to promote our holidays
- to organise the Outlook calendar so that all staff are aware of key deadlines
- to undertake any other tasks that can be reasonably expected of the role

Essential requirements:

- Excellent organisational skills with the ability to multi-task
- Excellent communication skills – both written and oral
- Excellent knowledge of Microsoft Word, Excel, Outlook
- Working knowledge of social media for business
- Experience of working in a customer service environment
- Ability to work without supervision and use initiative within guidelines
- Ability to prioritise workload

Desirable:

- An interest in walking / the outdoors
- Experience of independent or group travel within the UK and beyond

WalkingWomen Limited

Registered Address: 112 Sandgate Drive, Kippax, Leeds LS25 7QR
Company Number: 06974179 VAT registration number: 106008169