

Business Development Executive (Travel Trade)
RECRUITMENT PACK

Excellent salary and benefits package



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CEO, VISITABERDEENSHIRE

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MESSAGE FROM CHRIS FOY CEO, VISITABERDEENSHIRE



Thank you for taking an interest in this vacancy. I hope you find the contents of this pack informative and that you will be sufficiently motivated to apply.

Firstly, let me set some context with some background on the role of VisitAberdeenshire.

We are an award winning destination marketing and management organisation with a brief to develop and promote the tourism offer in North-east Scotland. The ambition is high. Pre-pandemic we were making great strides towards the targets set out in the regional destination strategy, with a headline ambition of achieving £1 billion-a-year in direct visitor revenues for the region by 2023. As the world finds its way out of the pandemic, there is a steep hill to climb for the tourism sector.

VisitAberdeenshire's response to this challenge is shaped around three core areas of activity, all of which are informed by customer, market and industry insight.

- Local business and destination focus. To support recovery and development through business engagement programmes that address business challenges, and support sector opportunities.
- Short term market focus. To drive demand for local tourism experiences through promotion to targeted consumer audiences.

- Mid to long term market focus. To secure a pipeline of new business for future years from travel trade intermediaries and business event organisers

It is in the third area where we have a vacancy for a Business Development Executive (Travel Trade). In recent years, VisitAberdeenshire has build strong relationships with travel trade buyers, who in turn sell their programmes on direct to the customer or through other distributors around the world. At the same time, we have build up a highly competitive range of travel-trade ready products and experiences among local businesses that provide a competitive advantage to these suppliers individually, and to the region as a whole. The work that we put in to this area is designed to pay dividends in future years, and it is important to secure a regular pipeline of new business to support recovery and future business growth. We are looking for a dynamic individual to join the team who can not only put Aberdeen and Aberdeenshire on the map, but also secure inclusion in targeted operator programmes for our local businesses.

The accompanying profile will help to set out the role and responsibilities as well as the expectations we have for essential skills and experience.

Thank you for considering VisitAberdeenshire for your next career move.

ABOUT US

Tourism is one of the engine rooms of the Scottish economy. At its heart, this is a sector that inspires people to enrich their lives by exploring a world beyond their own backyard, and importantly, it enriches the livelihoods of those who serve them across a diverse range of businesses.

VisitAberdeenshire is the recognised destination management organisation and lead body for tourism serving Aberdeen and Aberdeenshire. Its primary purpose is to deliver the tourism strategy for the area and its remit embraces both destination marketing and destination development.

VisitAberdeenshire's ultimate goal is to lift the economic impact of tourism in the region.



VisitAberdeenshire is a not-for-profit company limited by guarantee; transparent, accountable to its stakeholders and reinvesting any trading surplus in the destination tourism offer. There is a corporate Board of Directors with Opportunity North East (ONE), Aberdeenshire Council and Aberdeen City Council, being significant contributors. Visit Scotland and Scottish Enterprise also work closely with the company.



VisitAberdeenshire is open and inclusive in its approach, inviting all those with an interest in tourism to be part of their activities and communications network. It is engaged with all parts of the industry and across the region. Where it is of clear value, VisitAberdeenshire will work productively with neighbouring destinations and other industry sectors.

STRUCTURE

The company and senior leadership team is structured into three project areas, working alongside Business Services and Insights & Evaluation.

Marketing &
Communications

Business
Development

Tourism
Development

Insights &
Evaluation

Business
Services

ROLE PROFILE

JOB DESCRIPTION

JOB TITLE: BUSINESS DEVELOPMENT EXECUTIVE (TRAVEL TRADE)
LOCATION: VISITABERDEENSHIRE OFFICE
REPORTING TO: HEAD OF BUSINESS DEVELOPMENT
SALARY BANDING: BAND B - £24,000 TO £27,000 PER ANNUM

ROLE PURPOSE:

To promote Aberdeen and Aberdeenshire through the UK and international travel trade to grow leisure business to the region.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

The Business Development Executive will be expected to work across the following areas:

Travel Trade Sales & Engagement

- Proactively promote the range of bookable products and experiences in the region and the support services offered by VisitAberdeenshire to targeted buyers among the UK and international travel trade.
- Effectively represent VisitAberdeenshire at virtual and face to face trade shows, exhibitions and workshops promoting Aberdeen and Aberdeenshire to maximising return on investment.
- Coordinate VisitAberdeenshire and partner presence at the annual VisitScotland Expo event.
- Prepare and deliver effective familiarisation trips for targeted buyers to promote bookable products and experiences within the region.
- Develop strong relationships with UKInbound members.

Travel Trade Collateral

- Maintain and update the VisitAberdeenshire product guide and other promotional assets.
- Creation and distribution of a monthly travel trade e newsletter.
- Maintain an up-to-date knowledge of the local area and travel trade products.

Partnership Working

- Provide regular updates to the Tourism Development Team on sales activity, market insights, any referrals made, and quotes sourced, and assist where relevant with product testing.
- Develop productive relationships with VisitBritain and VisitScotland and increase the profile of the region and travel trade ready businesses on their channels.
- Identify opportunities to grow and develop successful partnership opportunities.

Reporting

- Work with the Insights and Evaluation Manager & Head of Business Development to track activity and conversions on all sales activity to demonstrate the value of VisitAberdeenshire interventions.
- Maintain the CRM database ensure all profiles and correspondence is updated.
- Assist with achieving commercial income generation targets.
- Prepare regular reports on activity against targets as requested by the Head of Business Development.

THE POST HOLDER WILL ALSO BE EXPECTED TO:

- Act in accordance with any and all company processes, including quality, health, safety and environmental.
- Take a proactive stance to achieving set objectives with a solutions-led approach to overcome the unexpected.
- Takes responsibility and ownership for own performance, development and behaviour, learns from successes and failures and setting high expectations.
- Play an active part in the development of the VisitAberdeenshire team, including coaching and mentoring team members appropriately to support their continued development.
- Maintain high levels of communication and dialogue with internal colleagues, external partners, and stakeholders.
- Manage time and resources effectively, prioritising efforts according to organisation goals.
- Undertake any other duties that may be required in order to ensure the smooth running of the organisation.

ROLE PROFILE

PERSON SPECIFICATION

CATEGORY	ESSENTIAL	DESIRABLE
SKILLS, KNOWLEDGE AND APTITUDES	<ul style="list-style-type: none"> • Knowledge of the Travel Trade industry. • Strong sales and business development acumen. • Excellent communication and interpersonal skills. • Excellent oral and written presentation skills. • Excellent networking skills. • Excellent IT skills. • Ability to draft concise and informative reports in line with organisational requirements. 	<ul style="list-style-type: none"> • Good business and negotiation skills. • Knowledge of Aberdeenshire as a leisure destination. • Modern language
QUALIFICATIONS AND TRAINING	<ul style="list-style-type: none"> • Educated to degree level or equivalent in relevant discipline with a minimum of 2 years' experience or 3 years' work experience where no formal qualifications. 	
EXPERIENCE	<ul style="list-style-type: none"> • Experience of working in a sales environment, preferably within the tourism industry. • Experience of attending events and exhibitions. • Experience of generating and converting new business opportunities. • Client management experience and a track record of developing client relationships. • Experience of organising and delivering events. • Experience in the production and delivery of presentations. 	<ul style="list-style-type: none"> • Experience of working within a hospitality or tourism environment. • An understanding of creating travel itineraries • Experience of working with InDesign software. •
DISPOSITION	<ul style="list-style-type: none"> • Ability to work collaboratively and on own initiative. • Strongly motivated, reliable and conscientious. • Able to work under pressure and to tight timescales for delivery. • Confident and propose solutions to Senior Team Members. 	<ul style="list-style-type: none"> • Friendly and approachable. • Ability to encourage and develop teamwork within the workplace.
SPECIAL REQUIREMENTS	<ul style="list-style-type: none"> • Able to work out-of-office hours and spend time away from home as required. • Able to travel across the region and the UK 	<ul style="list-style-type: none"> • Driving licence and own car.

EMPLOYMENT PACKAGE

SALARY

This role has a salary commensurate with its responsibilities and expectations.

The salary banding for this role within the organisation is band B and will be between £24,000 and £27,000 per annum.

ADDITIONAL BENEFITS

- Generous annual leave
- Company pension scheme
- Employee Assistance Programme
- Independent financial and legal advice
- Death in service insurance
- Perks at Work reward scheme
- Health and Wellbeing programme
- Discounted gym memberships
- Discounted tourism attraction entry

APPLICATION PROCESS

To apply for our vacancy please email a copy of your current CV with a covering letter (no more than 1 page of A4) to Fiona Douglas, Office & Finance Manager at jobs@visitabdn.com

You will be initially assessed on how you demonstrate your suitability for the role across the following areas:

- Skills, Knowledge and Aptitude
- Qualifications and Training
- Experience
- Disposition

The job description and person specification should be your guide during the application process and used to demonstrate how you fit the role. Where relevant this should be evidence based and draw on previous roles.

Shortlisting will be based on candidate's ability to meet the majority of the post's key requirements. This is summarised within the job description and person specification.

Informal enquiries about the role can be made to Fiona Douglas, Office & Finance Manager by emailing jobs@visitabdn.com in the first instance.

SELECTION PROCESS

KEY DATES

STAGES

26th April 2021	Closing date for applications
29th April 2021	Shortlisted candidates to be invited to interview
6th May 2021	First Interviews

SELECTION

We use a variety of different methods within our recruitment processes which allows a very broad range of elements to be assessed. The exact structure will be confirmed once we have decided how many candidates we will be taking forward but it will be based on some or all of the following elements.

- Online profiling – done prior to attending interview
- Management scenario exercise
- Presentation topic
- Panel interview

It is not anticipated that all candidates will be invited to the final panel interview stage.

Full details will be provided as we go through the process.

CHECKS

Before any firm offer of employment can be made, you will be required to complete an employment health questionnaire. In all cases, references will be checked and evidence of qualifications will be required.

In addition, we are legally required to ensure that you are eligible to work in this country and you will be asked to provide appropriate evidence.

EMPLOYEES ARE A BUSINESS' GREATEST ADVOCATES

VisitAberdeenshire values the importance of its employees and their views on the organisation. Regularly engagement with employees is undertaken to help identify and build upon the strengths and talents in the team. VisitAberdeenshire asks employees to take part in an annual employee engagement survey to delve deeper than the drivers of pay and job security and seek feedback on professional development, personal accomplishment, work/life balance and the ability to influence the company's direction.

VisitAberdeenshire empowers employees to upskill and take ownership of their personal development through the annual appraisal process and mapped departmental competence frameworks.





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