



Job Title: Raitours Manager

1 Overview:

Based at Darlington Locomotive Works, the role of Raitours Manager is to oversee the customer service and administrative process of each raitour from start to finish. It is an essential role in making passengers feel welcome from the first enquiry through to booking and travelling and after care.

Reporting to the Office Manager, supporting the wider Office Team to deliver the Trust's aims and obligations.

2 Key Responsibilities

Taking and processing tour bookings and payments by phone or using the website booking form and Worldpay. Ensure booking confirmations are sent to passengers in a timely manner via post or email. Answering enquiries over the phone and email in a friendly and polite manner.

Lead the regular maintenance of the CRM system to ensure no incomplete bookings are left in the system, tour details are up to date and supporting the wider team in managing the CRM.

Creating tours in CRM when a new tour is released.

Ensuring that seating plans are completed with detailed access and dietary requirements available for the Train Manager and Catering Team. Ticket printing and posting around one week prior to a tour.

Organise the offboard excursions and associated coach transport offered under raitours in conjunction with the Commercial Director.

Lead the relationship with 3rd party tour companies to provide a high-quality service to their customers and their staff.

Liaising with Commercial Director reporting tour sales figures and ticket numbers/loadings on a weekly basis.

Liaising with Finance Director to process refunds when necessary and keeping record of refunds in Excel spreadsheets in order to cross reference with CRM.

Liaise with Raitour suppliers to assure the delivery of the customer experience and to identify new opportunities.

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Accompany tours on occasions to ensure that the tours are running smoothly and to assist the Tour Manager with any queries on board. Accommodation away from Darlington and travel are provided.

Social Media. Adding social media content to platforms for the A1 and P2 as requested by, and in conjunction with, the Marketing and Communications Director.

Support the Office Manager in the operation of the Darlington Works including Fire Alarm testing, assisting with the Trust Annual Dinner, assisting with the organisation of The Annual Convention, use of the travel pass tracker and accommodation bookings using the Premier Inn Business Booker account, and logging bookings as required.

Work with the Office Manager & team as required especially during holidays or peak workloads in the Works.

Additional support to the Commercial Director and Office Manager may be required.

3 Position Requirements

3.1 Formal Education & Certification

Good standard of written and verbal English. GCSE grade C or equivalent or above.
Good standard of numeracy. GCSE grade C or equivalent or above.
Hospitality qualifications preferred.

3.2 Knowledge & Experience

- Demonstrable experience and abilities in sales, customer service & the hospitality sector.
- Sound working knowledge of MS Office Suite and comfortable with IT systems in general.
- Good understanding of the UK geography.

3.3 Personal Attributes

Personable
Organised
Self-starter

End.

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