# ROLE PROFILE

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| **Job Title: Data Loader**  | **Date role profile reviewed:** 29/04/2014 |
| **Reports to: Data Integrity Team Manager**  | Department / Business Area: Data Control |
| **Role Purpose:** Responsible for inputting and maintaining accurate and relevant data onto Gold Medal selling systems, meeting deadlines and KPI’s and ensure SLA’s are met. Provides support to internal users, ensuring high quality customer service at all times. Takes responsibility for minimising loss and correcting errors, ensuring that those errors are not repeated. Shares ideas and best practise with other data loading colleagues. Carries out audit checks as required.   |
| **ACCOUNTABILITIES** |
| **Key Result Areas (+%)** | **Key Tasks** | **Performance Indicators/metrics**  |
| **Operational** **50%** | * Loads data for specific products and destinations ensuring that quality guidelines are adhered to, and standards and procedures followed accurately
* Meets SLA’s, deadlines and targets set by the Team Manager, taking personal pride in achieving success rates and improving personal performance
* Manages changes to both accommodation & auxiliary contracts, demonstrating understanding of impact on the business and to the customer, takes the necessary action to meet quality standards
* Works to achieve brochure deadlines, communicates progress regularly to the relevant product department colleagues
* Carries out integrity checks of all loading documents, ensures highest levels of accuracy are maintained at all times.
* Identifies issues and escalates to the relevant colleague. Works to resolve issues, and passes on knowledge and resolution to other colleagues in the team
* Supports business changes to auxiliary services, establishes what action needs to be taken and communicates to the relevant colleagues
* Checks and clears daily auditing findings
* Actions discounts and offers to support business trading in line with stringent procedures and ensuring that any errors are rectified and escalated as necessary
* Actions all stopsales in a timely manner to minimise impact to both the business and customers.
* Works with colleagues to achieve the department target for reducing loading errors and associated losses, takes personal pride in finding resolutions and sharing them
 | * Accurate data loaded on to Travelink
* Losses reduced YOY
* Processes improved & implemented
* Greater speed to market of products
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| **Development****25%** | * Attends the relevant development events for self improvement and progression
* Is adaptable to business and procedural changes.
* Helps to train and coach newer members of the team, offers them guidance and advice
 | * Fully trained on all role aspects
* Objectives hit
* Able to train new staff members
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| **Communication****25%** | * Communicates with internal customers and responds to emails and calls with accurate advice
* Provides information, trends and statistics as required by the Team Manager
* Communicates effectively in meetings, making a contribution to problem solving and sharing ideas and best practise
 | * Relationships built & maintained around the business
* Array of stats produced weekly
* Can lead a team meeting
* Suggestions made for continuous improvement
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# PERSON SPECIFICATION

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| CAPABILITIES PROFILE – leadership, management or personal skills/knowledge, qualities  |
| Essential:* Attention to detail
* Quality focused
* Analytical, spotting trends and challenges
* Builds strong working relationships
* Works to tight deadlines in a pressured environment
* Measures own performance closely
* Focuses on removing errors
 | * Desirable:
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| CAPABILITIES PROFILE – technical skills/knowledge  |
| Essential:* Data loading experience
* Solid knowledge of Travelink and its application
 | Desirable:* Travelink knowledge
* Understanding of supplier contracts
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| EXPERIENCE & TRACK RECORD  |
| Essential: * Data entry skills
* Auditing skills
* Communication skills
* Analytical
 | Desirable:  |
| QUALIFICATIONS, TRAINING, PROFESSIONAL MEMBERSHIPS or ACCREDITATIONS |
| Essential: | Desirable: |
| **ORGANISATIONAL INFORMATION**  |
| Direct reports: Interfaces with:  | Resources, Scale and Scope of Role, Location and any Travel factors: |

Employee: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_