



TRINITY HOUSE

ROLE PROFILE

BUSINESS SUPPORT OFFICER - COMMERCIAL SERVICES

JOB PURPOSE

To support the Commercial Services team in the effective management of opportunities and contracts and in the delivery of tourism services

KEY RESPONSIBILITIES	Business support	▪ Manage and prioritise enquiries from external and internal stakeholders, referring to the appropriate team member, as appropriate. ▪ Track and monitor Commercial Services budgets providing reports/analysis for individual commercial service provision. ▪ Issue invoices for commercial service provision and track payments received. ▪ Administer the commercial services risk register ensuring frequent team reviews. ▪ Organise market engagement activities including exhibitions and other events. ▪ Coordinate and arrange travel and logistic arrangements for external commitments. ▪ Manage the procurement and sale/distribution of commercial merchandise. ▪ Manage the commercial services and tourism sections of the Trinity House website.
	Commercial Services Support	▪ Coordinate applications for site sharing/use agreements in conjunction with internal stakeholders. ▪ Coordinate sales out of service requirements, ensuring the most cost and operationally efficient disposal of assets. ▪ Coordinate and manage appropriately scaled commercial contracts. ▪ Undertake research activities to identify new or emerging areas of commercial interest.

		▪ Support the preparation of business proposals for potential clients. ▪ Contribute to and support the preparation and implementation of contract execution plans including collating and preparing documentation ensuring strong record keeping. ▪ Produce timely and meaningful commercial services reports for clients.
	Tourism Services	▪ Support the effective day-to-day management of cottage and visitor centre operations. ▪ Track and monitor issues related to cottages and visitor centres ensuring timely resolution. ▪ Administer the Amenity Dwelling scheme. ▪ Support and administer the routine inspection of cottages and visitor centres and the risk assessment and compliance process maintaining strong audit trails and efficient follow-up activities. ▪ Prepare reports and insights into cottage and visitor centre operational performance. ▪ Monitor, report and take appropriate action to customer feedback related to tourism services.
ENTRY REQUIREMENTS	Skills and experience	▪ Experience of providing general administrative and business support. ▪ Good organisational skills and attention to detail. ▪ Familiarisation with databases and ability to extract and present data. ▪ Good IT skills, including MS Office products and database skills and experience. ▪ Well-developed written and oral client focused communication skills including report writing and minute taking.
	Qualifications	▪ Level 2 qualifications in relevant functional skills
	Professional Competencies	▪ Working to Chartered Management Institute Stage 1 ▪ IALA Standard S1050 on Training and Certification