



TRINITY HOUSE

## ROLE PROFILE

### BUSINESS SUPPORT OFFICER - COMMERCIAL SERVICES

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#### JOB PURPOSE

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

<b>KEY RESPONSIBILITIES</b>	<b>Business support</b>	<ul style="list-style-type: none"><li>▪ Manage and prioritise enquiries from external and internal stakeholders, referring to the appropriate team member, as appropriate.</li><li>▪ Track and monitor Commercial Services budgets providing reports/analysis for individual commercial service provision.</li><li>▪ Issue invoices for commercial service provision and track payments received.</li><li>▪ Administer the commercial services risk register ensuring frequent team reviews.</li><li>▪ Organise market engagement activities including exhibitions and other events.</li><li>▪ Coordinate and arrange travel and logistic arrangements for external commitments.</li><li>▪ Manage the procurement and sale/distribution of commercial merchandise.</li><li>▪ Manage the commercial services and tourism sections of the Trinity House website.</li></ul>
	<b>Commercial Services Support</b>	<ul style="list-style-type: none"><li>▪ Coordinate applications for site sharing/use agreements in conjunction with internal stakeholders.</li><li>▪ Coordinate sales out of service requirements, ensuring the most cost and operationally efficient disposal of assets.</li><li>▪ Coordinate and manage appropriately scaled commercial contracts.</li><li>▪ Undertake research activities to identify new or emerging areas of commercial interest.</li></ul>

		<ul style="list-style-type: none"> <li>▪ Support the preparation of business proposals for potential clients.</li> <li>▪ Contribute to and support the preparation and implementation of contract execution plans including collating and preparing documentation ensuring strong record keeping.</li> <li>▪ Produce timely and meaningful commercial services reports for clients.</li> </ul>
	<b>Tourism Services</b>	<ul style="list-style-type: none"> <li>▪ Support the effective day-to-day management of cottage and visitor centre operations.</li> <li>▪ Track and monitor issues related to cottages and visitor centres ensuring timely resolution.</li> <li>▪ Administer the Amenity Dwelling scheme.</li> <li>▪ 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.</li> <li>▪ Prepare reports and insights into cottage and visitor centre operational performance.</li> <li>▪ Monitor, report and take appropriate action to customer feedback related to tourism services.</li> </ul>
<b>ENTRY REQUIREMENTS</b>	<b>Skills and experience</b>	<ul style="list-style-type: none"> <li>▪ Experience of providing general administrative and business support.</li> <li>▪ Good organisational skills and attention to detail.</li> <li>▪ Familiarisation with databases and ability to extract and present data.</li> <li>▪ Good IT skills, including MS Office products and database skills and experience.</li> <li>▪ Well-developed written and oral client focused communication skills including report writing and minute taking.</li> <li>▪ Full driving licence (desirable)</li> </ul>
	<b>Qualifications</b>	<ul style="list-style-type: none"> <li>▪ Level 2 qualifications in relevant functional skills</li> </ul>
	<b>Professional Competencies</b>	<ul style="list-style-type: none"> <li>▪ Working to Chartered Management Institute Stage 1</li> <li>▪ IALA Standard S1050 on Training and Certification</li> </ul>