



WILLIAM GRANT & SONS

## ROLE PROFILE

|   |   |
|---|---|
| <b>Role Title</b>   | <b>Events and Booking Administrator</b>                 |
| <b>Internal Reference</b>   | BBUMK-126   |
| <b>Business Unit / Group Function</b>   | BBU   |
| <b>BU Team / Sub-Function</b>   | Marketing   |
| <b>Location</b>   | Dufftown  |
| <b>Team Leader Role</b>   | Head of The Balvenie and Glenfiddich Visitor Experience |
| <b>Role Level</b>   | 5   |
| <b>Team Members</b>   | No  |
| <b>Role Purpose</b>   |   |
| To liaise with internal and external clients and stakeholders for reservations or corporate hospitality requests ensuring processes are adhered to and high standards consistently met.   |   |
| <b>Accountabilities</b>   |   |
| <ul style="list-style-type: none"><li>• Manage internal and external reservations and corporate hospitality enquiries through from first point of contact to follow-up and financial reconciliation.</li><li>• Liaise in a clear, consistent and timely manner to ensure expectations are being met and visits are organised to the highest possible standard.</li><li>• Check all relevant forms have been completed in line with corporate hospitality processes and input visit details into systems to ensure relevant internal stakeholders are informed of plans.</li><li>• Ensure that public safety and safe working practices are adhered to in accordance to required legislation, site policies and HMRC compliance.</li><li>• Contributes appropriately to team meetings and supports the implementation of team plans and continuous improvement projects.</li><li>• Supports the delivery of cross team projects (e.g. large public events, VIP visits etc)</li><li>• Demonstrate behaviors in line with our diversity and inclusion aim, which is to create and promote a diverse and inclusive culture at WG&amp;S where ideas, differences and views are respected and where all employees are encouraged to create their own personal legacy.</li></ul> |   |
| <b>Created by:</b>  | N/A   |
| <b>Creation Date:</b>   | N/A   |
| <b>HRBP:</b>  | N/A   |
| <b>Date of last revision:</b>   | N/A   |