

A bit about us….

**Sawday’s** is an award-winning travel company on an exciting journey. Our mission is to make Europe a richer place to explore, by seeking out and celebrating special places to stay (and eat) and the fiercely independent, quirky and downright lovely people who run them. We aim to nourish independent spirit and celebrate beauty in every sense.

We are 52% employee owned, with the Sawday family and a charitable trust owning the remainder. We’re a group of people with a shared passion for maintaining a truly special business based on respect and trust.

**Your role**

Account Co-ordinator:

* Making sure all data is entered correctly and consistently and that all records are up to date
* Brilliantly spinning administrative plates to support the sales team
* Nurturing a trusting relationship with Sawday’s owners and guests
* Supporting account managers with tasks which would otherwise take them away from selling
* Organising inspections and supporting our inspectors so they feel part of Sawday’s
* Assigning write ups to our writers and supporting them so they feel part of Sawday’s
* Supporting other departments during internal projects like marketing campaigns or website changes

**Job Title**

Account Coordinator

**Reports to**

Senior Account Manager (Pod manager)

**Responsible for [Direct reports]:**

N/A

**Works with**

• Rest of pod co-ordinator team

* Membership team
* Finance, tech, marketing when necessary

**Main tasks and responsibilities**

Administration and data management:

* Entering applications and recommendations onto our database
* Entering owner changes onto our database
* Communicating with external inspectors and writers
* Dealing with inspection forms and write-ups

Supporting Sawday’s Members in making the most of their Membership:

* Answering owners or guests via phone or email
* Giving a clear insight into the tools and opportunities offered by Sawday’s membership
* Ensuring the smooth communication between owners and guests by entering feedback into the system

Managing the content on the websites

* Uploading Special Places to our website
* Caring for the consistency and the quality of the owners’ pages
* Identifying priorities for the pod and organising your tasks in accordance with them
* Identifying opportunities to improve things in their pod and the wider team
* Supporting sales
* Treasuring what Sawday’s mean by Special
* Supporting our owners in making the most of their membership
* Dealing with owners and guests by phone and email
* Managing communications with our inspectors, assigning inspections and entering forms
* Entering applications and recommendations
* Managing content on the website
* Supporting our membership team
* Making sure things are accurately entered
* Supporting our Marketing team by collecting data from owners for campaigns and liaising with owners
* Dealing with writers

**Skills and experience**

* An eye for really Special Places to Stay, and empathy for owners and guests
* Self-motivated, a willingness to work hard and a can-do attitude
* Strong administrative skills and a keen eye for detail
* Natural collaboration skills – a team player who builds positive working relationships to get work done
* Flexibility to work across multiple projects and prioritise workload to meet deadlines and support others
* A sense of humour (work has to be fun!) and a streak of creativity when responding to problems
* Effortless diplomacy: able to deal with owners and guests in a calm, confident and professional way
* A solution-focused thinker - someone who uses their initiative to really make the most of opportunities and solve problems
* Happy putting in processes and systems to make things work better

**Knowledge and qualifications**

* A degree, or equivalent level
* Business level English – excellent in written, conversation and comprehension
* Experience of dealing with people
* Experience with Salesforce or a CMS
* Good knowledge of Microsoft packages

**Our Behaviours and Values**

How we work is just as important as what we achieve at Sawday’s. During your time with us, you will be expected to treasure, protect, and embody our behaviours and values every day.

**We celebrate quirkiness and difference**

* We dance to the beat of our own drum
* We encourage curiosity and creativity
* We champion individuality and the ‘Special’

**We follow head and heart**

* We are solidly commercial while flexible and ‘human’
* We are empathetic, generous and supportive
* We make ethical, holistic, long-term decisions

**We do important things brilliantly**

* We use business as a force for social, environmental and economic good
* We are committed to our craft and deliver with ambition and purpose
* We relish our role in sustaining a happy, healthy world

**We bring positive energy**

* We foster a genuine spirit of togetherness and family
* We take pleasure in empowering and delighting others
* We are driven to learn, grow, connect and contribute

**Salary and benefits**

* An annual salary up to £18,000 depending on experience
* 33 days holiday made up of 25 days holiday per year +8 statutory holidays (pro rata)
* Pension
* Cycle to Work scheme
* Childcare vouchers
* Discounted parking
* £190 per year towards staying in one of our special places
* 20% discount for staff on UK Canopy & Stars bookings and 10% for family and friends
* Discounts at local independent vendors including public transportation, yoga classes, cafes, and massages
* Office choir and fun activities organised by our very own Funsters team

**Finally**

We place an unusual emphasis on ethics, people and the environment and it is important to us that you understand, strongly identify with and are able to develop the company ethos.