



Bookings & Administration Executive

Job Outline:

This is a key role within the Highland Safaris team and will often be the first point of contact for visitors, partners and clients. The role requires a consistently high level of customer service, ensuring all enquiries and bookings are handled professionally and efficiently in line with the standards expected of a VisitScotland 5-Star Visitor Attraction.

A core responsibility of this position is the smooth and accurate administration and coordination of all bookings. The successful candidate will develop a strong understanding of our markets and support the growth of sales opportunities within agreed financial parameters, helping the business meet its targets.

The role requires strong sales awareness alongside excellent administrative accuracy, planning and organisational skills to ensure bookings, communications and operational arrangements run smoothly.

The Bookings & Administration Executive will work closely with the Operations Manager to ensure all experiences and events are organised and delivered to the highest standards.

Job Scope:

Reports to Rebecca Maitland and Robbie Winton.

Key Tasks:

- Manage incoming enquiries and bookings (telephone, email and online) for all Highland Safaris products, responding promptly while identifying and developing sales opportunities.
- Support the coordination and administration of events from the enquiry stage, assisting with proposals and costings, managing confirmed bookings and ensuring operational details are accurately communicated and recorded.
- Maintain booking procedures and operational standards, ensuring efficient scheduling of Highland Safaris vehicles and Loch Tay Safaris capacities to maximise availability while maintaining exceptional visitor experiences.
- Communicate event details and hospitality requirements with the Highland Safaris Café team to ensure arrangements are organised according to company procedures.
- Manage invoicing for corporate and trade partners, ensuring payment procedures and documentation are completed accurately and on time.
- Maintain accurate records of bookings, enquiries, contacts and partner relationships within company systems.
- Support business development opportunities across markets including Destination Management Companies, trade partners, group organisers and leisure visitors.
- Manage gift voucher sales in accordance with booking systems and company procedures.
- Deliver excellent customer service and work collaboratively with the wider Highland Safaris team to support day-to-day visitor operations when required.



Knowledge, Experience and Skills:

A) Knowledge:

- Microsoft Office esp. Word, Excel, Publisher and Outlook
- Financial and budget awareness
- Administration systems and processes
- Basic First Aid.

B) Experience:

- Prior experience of working in an office environment desired but not essential
- Good level of numeracy and experience of financial management.

C) Work-based competencies:

- Can demonstrate a passion for the natural environment
- An enthusiastic Team Player capable of motivating team members
- A flexible approach to work and ability to multi-task
- A friendly and helpful personality, able to provide exceptional customer care internally and externally
- An ability to work well independently and as part of a team.

D) Special demands of the job:

- Availability to work over public holidays and occasional weekends and evenings
- Flexibility and the ability to work on other tasks assisting the team at Highland Safaris.