

LEAD OF GUEST MANAGEMENT SERVICES AND GROUP AVIATION – MATERNITY COVER

JOB DESCRIPTION & PERSON SPECIFICATION

NAME:

DEPARTMENT OR TEAM: Events

REPORTS TO: JADE BALL – HEAD OF EVENTS

Objectives of Role:

To take ownership for delivery of delegate registration services and flights through BIW WORLDWIDE's GMS (Guest Management Services) and GAM (Group Aviation Management) teams ensuring we deliver to a high standard, focusing on resourcing and key account management. Developing both teams and supporting them through management, leadership, training and coaching, and collaborating with project planning and delivery teams.

Responsibilities:

To include, but not be limited to, the following:

- Management and monitoring of GMS & GAM workload and resource, providing solutions through accurate planning and productivity
- Ensure quality of output from GMS & GAM associates, in line with agreed internal SLAs
- Ensure delegate registration is provided efficiently, productively and proactively
- Conform with company procedures in all aspects of GMS & GAM
- Liaise with the planning and delivery teams, Business Development Directors, Clients and other BI WORLDWIDE associates in a professional and timely manner
- To be familiar with and support the account strategy of projects
- Always maximise time efficiency and profitability
- Attend and actively participate in meetings, where required
- Understand and continually update knowledge on BI WORLDWIDE's products, services and commercial strategy
- Attract and retain the best people in the industry by providing an environment where the team want and like to work
- Develop and implement training / coaching plans with the team members as and when required
- Conduct catch up's, mid-year and end-of-year reviews, in line with company policy
- Take on additional responsibilities, where required
- Update CX3 process documents to ensure they are continuously fit for purpose and proactively implement changes, when identified

This job description should be regarded as providing guidelines within which an individual works. Other duties within the skills and capabilities of an individual may be assigned from time to time.

Person Specification:

The experience, skills, and personal attributes required of the job holder include, but are not limited to:

- Substantial experience within a similar role with strong background in delegate management, project resourcing and people development
- Proven experience of providing a high level of customer service within a fast-paced and pressurized environment
- Database management (experience of using Stova, Cvent, Crowd Comms or another delegate management platform) including producing reports
- Experience in creating websites (primarily within a registration system) would be advantageous however not essential
- App Management (experience of using SpotMe or other app platforms) would be advantageous however not essential
- Understanding of Amadeus Selling Platform (advantageous but not essential) and knowledge of group aviation process
- Proven ability to manage and interrogate large volumes of complex data
- Demonstrate client management skills
- Formal line management skills and experience
- Excellent attention to detail
- Intermediary or advanced level knowledge of Excel
- Previous experience of working to tight timescales in a fast-paced environment, with proven ability to manage and prioritise a busy and demanding workload
- Excellent communications skills as well as the ability to liaise with people at all levels

The relative importance of these requirements will vary, particularly in relation to the client, account, programme, or event to which the job holder is assigned.

Last Updated December 2025