

Position Title: Operations Executive
Department: Operations
Location: Putney, SW London
Reporting to: Operations Manager

Our client is an inbound special interest group tour operator

The company has been established for over 40 years and are part of a Swiss based company, who own a variety of travel companies throughout the world.

Based in South West London, with a team of around 12, the company is a major European inbound tour operator, who handles group programmes on behalf of international travel trade clients particularly from Europe, the USA, New Zealand & Australia.

They are best known for handling ad hoc special interest tours to Europe including a vast variety of themes including music, history, the arts, politics, gardens, architecture, religion, literature, university educational tours and performing choirs & orchestras to name but a very few.

Skills required:

- Fluent English and German – additional European languages especially French, Spanish & Italian an advantage
- Computer literacy – including Word and Excel
- Good geographical knowledge of the UK and preferably Europe
- Previous costings & operations experience of the UK and preferably Europe
- Tour plan - desirable

Personal skills:

- Team player
- Ability to use initiative and to work creatively & independently
- Ability to work under pressure and to deadlines
- Attention to detail & excellent customer service
- Ability to travel when required
- Proven organisational skills
- Sense of humour
- Ability to work weekends when necessary

Your responsibilities

This role will be to work with all markets, but particularly from Germany & Austria operating groups for key clients and new clients alike to create a successful ad hoc or series tour & using your skills to maintain strong relationships with both clients & suppliers. Particular attention will need to be paid to time management, attention to detail, customer service and assuring that deadlines are met

- The handling of all types of general & special interest groups to the UK from the German speaking market, from the client enquiry stage, including costing, creating & writing of itineraries to operation of all services and final invoicing
- Operating groups to the whole of Europe from all other markets
- Ensuring the tour is operated within budget
- Researching special interests for specific client interests
- Negotiating rates with suppliers including hotels, coaches, restaurants, guides, entertainment venues etc.

- Building close working relationships with clients and suppliers
- Attending workshops, site inspections and preparing and attending Fam trips

Salary & Benefits:

Expected salary is between £21-27,000, depending on experience and skills.

Please send your application to: Anne Glende at admin@praktikum-in-london.de