

Position Title: Operations Team Leader

Location: London

Reporting to: Operations and Business Development Manager

Purpose of the role

- Monitor and support the Operations and Business Development teams.
- Develop and maintain excellent working relationships with all clients.
- Develop business and send out accurate and competitive quotations.
- Work closely with the sales and marketing manager to increase conversion rates.
- Update and work closely with the Operations Director on the Introduction and Training Programme.
- Monitor staff response times and ensure that all staff achieve their targets.

Ideally, the candidate should:

- Fluency in English and French
- A positive attitude with drive and a work ethic to meet targets
- Strong attention to detail
- Creative and able to 'think outside the box'
- Excellent written, oral and interpersonal communication /relationship-building and analytical skills
- Excellent time-management
- Knowledge and understanding of travel industry information systems, preferably tour plan
- Proficiency in MS Office applications (Excel, PowerPoint and Word)
- Ability to lead, inspire and motivate a small team
- Ability to induct, coach and support team members
- Ability to work independently and self-directed

Your responsibilities

- **Handling New Requests and Quotes:**
 - Acknowledge all new requests with a telephone call.
 - Ensure that all new requests are qualified.
 - Produce good quality quotations using the e-voyages standard format and within the agreed deadlines for your market.
 - Take an option on accommodation or other services when required.
 - Follow up all quotations consistently to maximize conversion rates.
 - Acknowledge confirmations to clients.
- **Logging and Monitoring:**
 - Log all new requests.
 - Update log with confirmations and lost business.
 - Monitor response time of the team for all enquiries.
 - Maximise conversion rates and keep all staff on target as set out by the Operations Director.
 - Monitor the bed bank list and ensure that the contracts executive is keeping it up to date.

- **Handling Suppliers:**
 - Negotiate the best possible rates with suppliers (contracted and non-contracted).
 - Ensure that options held are centralised and checked on a daily basis.
 - Negotiate allocations with Hotels for the dept with Manager's assistance.
 - Develop close relationship with the Purchasing dept.

- **Financial:**
 - Ensure that we achieve the correct margin for each client.
 - Ensure that we buy under budget as much as possible.
 - Assist them with production of the monthly statistics by keeping the "booking summary" list up-to-date at all times.

- **Supervising day to day work of the staff team:**
 - Assist staff (including temporary staff) in the general operation of tours with help and advice as necessary. To check the outgoing offers when applicable.
 - Train all new operations staff with the input of the Operations and Contracts Director and the Sales and Marketing Manager.
 - Train the operations staff on UK product knowledge with the input of the Operations and Contracts Director and the Sales and Marketing Manager.
 - Assist the Operations and Contracts Director with staff appraisals, participating in them if necessary.
 - Ensure that the staff are aware of and follow E-voyages' internal procedures.
 - Make sure the in-house computer is properly updated and used by the staff.
 - Monitor staff response times for replying to clients and entering bookings in tour plan etc.

Standard Procedures

- **Suppliers:**
 - Ensure that the correct services are booked at or under the budget.
 - Maintain close communication with the operations team at all times and to be involved on the progress of all bookings.
 - Maintain good and up to date product knowledge at all times.
 - Respond to supplier's payment requests within 4 hours.
 - Resolve invoice queries within 1 week.
 - Cancel all services when cancellation received from a client and to chase signatures accordingly.
 - Retain overall control and responsibility for all delegated tasks.

- **Clients:**
 - Answer email / faxes within 4 hours.
 - Answer any correspondence on day of receipt if received by 12h00, or by 12h00 next working day if received after 12h00.
 - Make service reservations as per the client's requirements in accordance to their deadlines and to deal with their queries in a timely manner.
 - Maintain close communication with the relevant clients at all times on the progress of the bookings.

- Offer the clients as many additional services as possible in order to increase the income per group.
 - Be aware of any special offers / deals which can be sent to the clients to generate additional business.
 - Contact the client 6 weeks before arrival to get an update.
 - Ensure that the client provides the necessary information at the correct time to generate the sales invoices
 - Respond to complaints within 2 working days and ensure it is fully resolved within 1 week.
 - Resolve problems on same day whilst groups are traveling.
 - Reconfirm in writing what's been agreed verbally.
 - Ensure are Key clients have a supply of London Maps.
- **Financial:**
 - Ensure that the "booking summary list" is constantly updated and accurate.
 - Invoices must be raised 30 days before the travel date.
 - Ensure that the sales invoices are settled within their agreed terms. Vouchers can only be sent upon receipt of a stamped copy of bank transfer for non-credit clients. Clients should be chased accordingly by telephone and a note must be recorded in the booking folder.
 - Provide an explanation for high or low margin in the booking notes within the booking folder.
 - Ensure that suppliers invoices are authorized and passed for payments before group's arrival and apply for credit facilities whenever possible.
 - Ensure suppliers provide us with a credit card receipt for all transactions recorded on the credit card log.
- **Other:**
 - Participate in the Emergency mobile phone Rota for the department.
 - Complete any reasonable instruction from a superior.
 - Adopt a filing system which enables your colleagues to cover in your absence.
 - Help create and send special offers with the Sales and Marketing Manager.

Your background

- Experience in the Travel Industry or degree in Tourism Management or similar
- Experience in managing a small team

Salary

- £28,000 ONO

Please send your application to: Chantal Triechelt at pr@praktikum-in-london.de