



Job Title: Operations Executive

Salary: £22-24K depending on experience

Job overview:

We are looking for an enthusiastic, self-motivated individual with a hands-on approach to join our small and friendly team at St Pancras. Reporting to the Operations Manager, you'll be responsible for preparing bespoke documentation for our customers as well as supporting our Travel Consultants in booking hotels, travel arrangements and tours. You'll be accurate and methodical, with an eye for detail and the ability to work well under pressure. As a member of a small team, you'll be expected to help out in all areas of the business and you will be directly involved in the development of new processes. This is an exciting opportunity to help contribute to a young and growing business, with plenty of scope for personal development and promotion.

Responsibilities and Duties:

- Producing customer documentation in an accurate and timely manner
- Researching hotel directions, joining instructions and other information to add to bookings
- Supporting the sales team by making hotel bookings, requesting tickets and researching ad hoc queries
- Booking tours, extras and other supplementary elements as required
- Requesting/ chasing rates and confirmations with international suppliers

- Checking bookings including hotels and rail tickets for accuracy
- Answering calls and taking messages from customers and suppliers when required
- Supporting the sales team and Operations Manager with after-sales care
- Stock control of maps and stationery

Skills required

- Excellent accuracy and attention to detail essential
- Comfortable communicating on the phone, instant messenger and email
- Good organisational skills and the ability to prioritise workload
- Excellent written and spoken English
- IT literacy
- Familiarity with one or more European languages, particularly Italian, French, Spanish and/ or German would be useful
- At least one year's experience working in an office environment. Travel industry experience would be beneficial, but is not essential
- A good working knowledge of European geography