

Operations Co-ordinator

About The Role

Title: Operations Co-ordinator

Reporting to: Operations Manager

Location: Office Based - Cheam, Sutton

Are you ready to embark on a rewarding journey with Next Generation Travel Group? We're not just another company; we're the driving force behind the UK's most exciting educational travel brands. If you're someone who thrives in a collaborative and supportive environment, then you're exactly who we're looking for.

The main focus of this role is to work alongside your colleagues and our clients to deliver exceptional events and a great supportive customer journey.

You will achieve this through continued positive customer communication, both verbal and written, alongside forming strong supplier relationships to aid in a smooth operational process.

You will be tasked to ensure operational details of our events are planned in advance in an effective and timely manner, booking venues, confirming accommodation and transport arrangements, as well as coordinating logistics of multiple groups. Then you'll be hands on during our School events, communicating with customers and the students attending, managing timings, logistics, meals, and problem solving on the ground.

Our School events range from UK based Study Experiences, such as Earth Summit, an opportunity to learn about more sustainable living and technology, to large multi group sports tournaments at Disneyland Paris.

Our ideal candidate will possess excellent multitasking abilities and attention to detail. They will take ownership of tasks and have the ability to see the bigger picture and how instrumental the accuracy of individual details they are arranging can be to the successful delivery of a tour or event.

What you can expect in return

- Monday to Friday, 35 hours per week, with options to work 08:00 – 16:00, 08:30 – 16:30, 09:00 – 17:00, 09:30 – 17:30 (flexible working hour requests can also be considered around term time).
- Annual salary reviews linked to performance.
- Reward and recognition programme.
- Pension scheme after a qualifying period (we'll contribute 3%).
- Access to company funded Health and Mental Wellbeing resources.
- 25 days annual leave plus bank holidays, rising by 1 day for every 5 years of service up to a maximum of 30 days.
- Up to 10 days un-paid leave can be requested (subject to approval).
- Training, development, and progression opportunities.
- Team activities
- A people focused, customer centric environment with an amazing support network. We have built an exciting, energetic, and innovative culture by working together.



- Travel to our events, including tickets to access Disney parks or Wimbledon when working at these locations.

What will your role look like

Role - Main Responsibilities

Administrative

- Managing accommodation allocations, including tracking available beds remaining for the sales team and deadlines for supplier information and option dates
- Creating tour documentation and supporting literature accurately and to a high standard and within turnaround times
- Scheduling time tables for study seminars or sporting tournaments
- Liaising with suppliers to source and confirm key tour elements, such as visits and meals, and accurately updating these details in our booking system.
- Maintain accurate booking costings, ensuring all tours are completed within set budgets and client payments are received in the agreed time frames.
- Working with suppliers / colleagues to confirm travel, accommodation, event partners and venues.
- Processing supplier invoices
- Organising logistics for multiple groups travelling at once.

Customer facing

- Liaising with customers in a timely manner, to gather group details, understand their requests and confirm all elements of their booking.
- Playing a key role in the event delivery on the ground, travelling to our events and working with groups and suppliers face to face.
- Resolving customer queries and taking ownership of their experience

Role - Additional Responsibilities

- Understanding and awareness of NGT's Safety Management System and Health & Safety Rules
- After an appropriate qualifying period, you will be required to assist with 24-hour duty officer responsibilities on an occasional basis each year. This requires you to be available during out-of-office hours in order for you to be able to take calls from clients. Full training will be provided.
- Participation in the emergency procedure as required. Full training provided
- Researching new suppliers and processes to improve our customer experience and operational delivery



Are you the right person?

Individual - Essential Skills Required

- Proven experience of delivering exceptional customer service
- Can do attitude, with the ability to approach and resolve problems.
- Ability to work at pace and to crucial deadlines, with strong time management.
- A team player who wants to support the wider team, taking ownership of delivering a great customer experience and smooth operation start to finish.
- Analytical skills and attention to detail
- Ability to follow procedures and keen to improve and develop them.
- Excellent verbal and written communication skills and accurate written and spoken English.
- Commercial & financial awareness
- A good working knowledge of excel
- Adaptable and flexible

Individual - Useful Skills

- Knowledge of the School Travel Market
- Experience of group tour operating
- Knowledge of sporting events and scheduling sports tournaments
- French language skills

Individual – Essential Personal Attributes

- Self-motivated, positive and professional
- Real passion for exceptional service delivery
- Ability to work independently inside a team environment
- Desire to support the development of the business and others
- Flexible, adaptable and positive approach to work
- Free to travel

Individual Additional Information: – Criminal Records Bureau Checks

Due to the nature of the information held and operated by NGT, it is a requirement that all staff members hold current and qualifying CRB checks. Further information can be provided and there would be no charge to the successful applicant should a new or updated check need to be processed.

If you're ready to take on a role where your ideas are valued, your efforts recognised, and your potential unleashed, then we want to hear from you. Join us in shaping the future of educational travel and be part of something extraordinary. Apply now and let's embark on this journey together!