

Senior Operations Co-ordinator

About The Role

Title: Senior 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 customer journey.

You will achieve this through supporting junior team members, encouraging and demonstrating continued positive customer communication, alongside forming strong supplier relationships to aid in a smooth operational process.

You will be helping to support a small team of operators tasked with ensuring operational details of our events are planned in advance in an accurate and timely manner. This includes booking venues, confirming accommodation and transport arrangements, as well as coordinating logistics of multiple groups. You'll be hands on during our events, leading our resort teams, communicating with customers and the students attending, managing event timings, travel logistics and problem solving on the ground.

Our 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 be able to take ownership of an event ensuring the accuracy of booking details, quality of customer service and profitability of the event are all considered and managed by the team to successfully deliver the 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

- Supporting you Operations Manager in onboarding and developing junior team members.
- Taking ownership of an event, or element of an event, to ensure that work delegated between the team is planned and completed effectively.
- Ensuring tour documentation and supporting literature is completed accurately and to a high standard and within turnaround times
- Encouraging good customer service, liaising with customers in a timely manner, to gather group details, understand their requests and confirm all elements of their booking.
- Liaising with suppliers and building stronger relationships to source and confirm key tour elements, such as visits, meals, and event venues.
- Working with suppliers / colleagues to confirm travel, accommodation, event partners and venues.
- Maintain accurate booking/ event costs, ensuring all tours are completed within set budgets, event GP margins are maintained, and client payments are received in the agreed time frames.
- Organise logistics for multiple groups travelling at once.
- Playing a leading role in the event delivery on the ground, regularly travelling to our events and working with groups and suppliers face to face.
- Understanding and awareness of NGT's Safety Management System and Health & Safety Rules
- Contribution to identifying improvements to work organisation, procedures and the products we offer.



Role - Additional Responsibilities

- 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
- Understanding of responsibilities and duties of other departments and the impact on your own.

Are you the right person?

Essential skills required

- Proven experience of delivering exceptional customer service
- Experience of leading a team
- Knowledge and experience of travel operations
- 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
- Full Driving licence (driving in the UK and France will be required)



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!