

TOUR CO-ORDINATOR (OPERATIONS)

About The Role

Title: Tour Co-ordinator (Operations)

Reporting to: Operations Manager

Location: Inworth, Essex

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 are looking for.

You will work as part of a retention team of experienced Tour Co-ordinator's, handling a range of tours each year to meet individual and team targets. You will be responsible for establishing and maintaining excellent client relations and for overseeing the organisation of all elements of each tour. This includes transport, accommodation and visits in line with the group leader's needs. The position requires the post holder to be DBS checked.

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 (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 events.
- Onsite car park and close to public transport.
- A people focused, customer centric environment with an amazing support network. We have built an exciting, energetic, and innovative culture by working together.





What will your role look like

- Delivery of exceptional customer service to ensure the very highest level of satisfaction.
- Establish at the outset the details of the enquiry in accordance with the processes.
- Providing advice to customers on the content of itineraries and the best use of transport and accommodation available.
- Overall responsibility for all issues relating to a tour, from the moment an enquiry is received, through to the group returning and then post tour contact/follow-up including re-booking and onselling.
- Using a bespoke IT system as well as standard Microsoft applications to manage the operation of the tour.
- Liaising with Travel and Booking Co-Ordinator's regarding transport, accommodation, visits and meals.
- Effective management of all detailed information relating to your assigned areas.
- Overseeing the booking of flights for specific tours within budget.
- Arranging visits and presentations at schools / groups / clubs
- Ensuring all paperwork and supporting documentation is sent to clients and guides within the agreed timeframes and in accordance with the company's GDPR processes.
- Ensuring all tours are costed within set budgets and client payments are received within agreed timeframes.
- Awareness of the Company's Safety Management System and Health & Safety rules.
- Nurture the concept of 'lifelong' relationships with both client and supplier.
- Contribute to identifying improvements to the organisation of work and procedures etc.
- After an appropriate qualifying period you will be required to undertake 24 hour duty officer responsibilities several times each year. This requires you to be available during out-of-office hours in order for you to take calls from guides and clients. Full training will be provided.

Are you the right person?

- Trustworthy, self-motivated, positive, resourceful and professional
- Ability to work independently within a team environment
- Flexible and adaptable
- Calm and constructive approach to emergency situations
- Free to travel abroad from time to time
- Conscientious
- Quick learner

Essential skills required

- Proven experience and full understanding of delivering exceptional customer service
- Ability to resolve problems, work under pressure and meet deadlines
- A knowledge of Microsoft IT products and ability to use IT systems
- Intermediate keyboard skills



- Ability to follow procedures
- A team player.
- Excellent verbal and written communications skills
- The ability to learn complex products and apply such knowledge
- An understanding of commercial practices
- Financial awareness
- Accuracy and attention to detail

If you're ready to take on a role where your ideas are valued, your efforts recognised, and your potential realised, 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!