

Tour Co-Ordinator (Operations)

Reporting to: Operations Manager

Location: Kelvedon, 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're looking for.

As our Tour Co-Ordinator based in Kelvedon, Essex, you will be part of a dedicated retention team for our Anglia Tours brand, managing a variety of group tours each year. Your role will be to build strong client relationships, overseeing every detail of their tour from start to finish. This includes arranging transport, accommodation, and visits tailored to the group's needs. You will be the key point of contact, ensuring a smooth, high-quality experience that fosters lasting relationships.

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

- Deliver exceptional customer service to ensure the highest level of client satisfaction.
- Clarify tour details from the outset, following established processes.
- Provide expert advice on itineraries, transport, and accommodation options.
- Oversee all aspects of the tour, from initial enquiry to post-tour follow-up and re-booking opportunities.
- Use bespoke IT systems and Microsoft applications to manage tours.





- Liaise with travel and booking co-ordinator's to arrange transport, accommodation, visits, and meals.
- Manage all detailed information related to your assigned tours effectively.
- Book flights within budget for specific tours.
- Arrange visits and presentations at schools, clubs, and groups.
- Ensure all paperwork and documentation is sent to clients and guides on time, adhering to GDPR guidelines.
- Ensure tours are costed within budget and client payments are received on time.
- Be aware of the company's Safety Management System and Health & Safety rules.
- Build and nurture long-term relationships with both clients and suppliers.
- Contribute to improving work processes and procedures.

Are you the right person?

- Proven experience in delivering exceptional customer service.
- Strong problem-solving abilities and the capability to work under pressure.
- Proficiency in Microsoft IT products and ability to navigate bespoke systems.
- Intermediate keyboard skills.
- Ability to follow procedures and adapt to complex product knowledge.
- A team player who excels in communication (written and verbal).
- Commercial awareness and basic financial understanding.
- Exceptional attention to detail and accuracy.
- Willing and able to travel abroad occasionally.

Useful skills

- Knowledge of a foreign language (French or German).
- History GCSE qualification.
- Driving license.
- Experience in the travel industry, particularly in group, business, or educational travel.

We require an Enhanced DBS check to be conducted on all company personnel. Further information will be provided. Please note there will be no charge to the post holder

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!

About Next Generation Travel

NGT is the innovative parent company and driving force behind the UK's Best School Tour Operator; offering unique, immersive tours to young people, from 10-21 years, designed to open minds and empower learning.

Our Vision

To be the trusted partner of choice for a broad range of high-quality educational tours and experiences.



Our Mission

To enhance educational outcomes for young people through inspiring, content-rich learning experiences, created by experts who care.

About Next Generation Travel Values and Behaviours



BE ACCOUNTABLE

Each of us is responsible for our words, our actions, and our results



BE CURIOUS

Ask questions, be interested, never stop learning



BE EMPOWERED

Be open, confident and ambitious. Explore success and evaluate & learn from mistakes



BE ONE TEAM TOGETHER

When we work TOGETHER anything is possible



DO THE RIGHT THING

Build trust through responsible actions and honest relationships

At NGT, excellence is not just a goal, but a way of life. We're seeking a candidate that embodies the values and ethos of our organisation. You'll have the opportunity to showcase your flexibility, passion for service delivery, and innovative thinking.

Our focus is always on our customers. We actively listen, collaborate as a team, empower others, and demonstrate empathy in every interaction. Trustworthiness is at the core of what we do - we value openness, honesty, and respect in all our relationships.

We take pride in our company and its mission and celebrate our achievements together. Flexibility is key in adapting to our customers' needs, ensuring we deliver experiences that exceed expectations.

As a member of our team, you'll be expected to demonstrate expertise and knowledge. Our commitment to professionalism means consistently delivering excellence and innovation, setting us apart from the rest.

If you're ready to make a difference and thrive in a supportive and dynamic environment, we invite you to join us on this exciting journey.