

Support Services Assistant

About The Role

Title: **Support Services Assistant**

Reporting to: **Head of Customer Experience & Crisis Management**

Location: **Bispham, Blackpool**

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 deliver exceptional customer service both internally, by supporting the team and also externally to suppliers and clients.

You will be responsible for ensuring accurate and consistent standards of administration for both the Operations Team and Sales Team, liaising with suppliers to support the teams in successfully packaging our clients' tour proposals. You will be responsible for fully representing the company service ethic at all times and working within our expected framework of values and behaviours.





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 annual leave can be requested once probationary period has been passed (subject to approval and departmental needs).
- 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

Main responsibilities

- Creation of tour documentation and supporting literature to support the tour operating process
 - Liaising with the team to ensure accurate tailored proposals are created
 - Accurately administering the proposals, visit requests and final documents using our bespoke template system
 - Ensuring accurate information re hotel, destination, visits is imparted at all times
 - Ensuring all internal guideline are adhered to
- Delivery of exceptional internal customer service including....
 - Delivering administration support within agreed timeframes
 - Pro-actively liaising with external suppliers to ensure speedy delivery times are achieved
 - liaising with colleagues to request and confirm travel, accommodation / visit requirements
 - Supporting the team with ad-hoc costing requirements as and when required
- Supporting the management of “options” with key suppliers
- Supporting of other business areas as and when required
- Contribution to identifying improvements to work organisation and procedures etc.



Additional responsibilities

- General administration tasks across all areas of the business to support our business needs as required. After an appropriate qualifying period, you will be required to assist with 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 be able to take calls from clients. Full training will be provided.

Are you the right person?

Essential skills required

- Full understanding of delivering exceptional internal and external customer service
- Ability to resolve problems, work under pressure and meet deadlines
- Ability to work under own initiative, and essentially as part of a wider team
- Good knowledge of Microsoft packages
- Ability to follow procedures and willingness to enhance them
- Ability to demonstrate keenness to learn
- Good attention to detail
- Strong time management skills and ability to prioritize workload and be highly organized
- Excellent verbal and written communication skills and accurate written and spoken English
- Adaptable and flexible

Useful Skills

- Knowledge of the Travel Market
- Knowledge of a foreign language French/German/Other beneficial but not essential
- Worldwide destination knowledge in particular Europe.
- Sound knowledge of UK geography

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
- To be of smart appearance and present a good image.



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!