

Next Generation Travel Ltd
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About Sport and Study Experiences

SSE is part of NGT the innovative parent company and driving force behind the UK's fastest growing educational travel brands; offering unique, immersive tours to young people, from 10-21 years, designed to open minds and empower learning. Also, recent winner of the School travel awards.

Our Vision

To be the trusted partner of choice for a broad range of high-quality student events.

Our Mission

To enhance educational outcomes and sporting engagement for young people through inspiring, experiences, created by experts who care.

About Next Generation Values and Behaviours

The successful candidate will be expected to behave in a manner equal to the position. This role requires flexibility of hours, passion for service delivery, energy application and vision as required by the business. This role may also require the post holder to stay away from home on occasion.

NGT's behaviours are to be focused on our customers, to listen actively, to work as a team, to empower others and to show empathy.





NGT's Behaviours are that we will :



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

All of the above behaviours will be supported by our experienced Senior Management Team and continual learning practices.

Being part of NGT's team means that you will benefit from an annually reviewed salary, regular training & development opportunities and working within an exciting, energetic, and innovative culture where reward and recognition are aligned with our success from working together.

About The Role

Title: Event Operations Co-ordinator
Reporting to: Operations Manager
Location: Office Based - Cheam, Sutton

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 events, communicating with customers and the students attending, managing timings, logistics, meals, 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 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.

Role - Main Responsibilities

- Managing accommodation allocations, including tracking available beds remaining for the sales team and deadlines for supplier information and option dates
- Creation of tour documentation and supporting literature accurately and to a high standard and within turnaround times
- Liaising with customers in a timely manner, to gather group details, understand their requests and confirm all elements of their booking.
- 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.
- Organise logistics for multiple groups travelling at once.
- Playing a key 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 and procedures etc.

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.



About The Individual

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.

About the Conditions and Benefits

In addition to a basic salary you will benefit from a team incentive scheme and a company pension scheme after a qualifying period.

Annual leave entitlement will be 25 days per annum, and un-paid leave can be requested and is subject to approval.

Working Monday to Friday 35 hours per week

Flexible working hour requests can also be considered around term time