

Next Generation Travel Ltd
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Operations Manager - Next Generation Travel

About Next Generation Travel

NGT is 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.

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

NGT 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.



Operations Manager with Next Generation Travel

Role

Title: **Operations Manager – SSE & FHT**

Reporting to: Head of SSE and FHT

Location: Wallington – London Borough of Sutton

The focus of this role is to drive exceptional service delivery through the operational teams for Study and Sport Experiences and Further Higher Travel. You will ensure that our customers experience is industry leading - pre, during and post trips. Whilst ensuring that unrivalled educational content is delivered from an efficient and driven operational team.

You will be tasked to ensure operational procedures are in place to deliver current and projected growth volumes, in line with our aggressive growth targets.

You will lead the way in liaising with customers and suppliers to ensure trips and events are delivered successfully whilst ensuring budgeted margins are maximised.

Regular travel across the UK and overseas is essential. Amongst others, visiting Disneyland Paris to attend our events and key European destinations to meet suppliers for FHT, you will be tasked to build incredible long lasting relationships with our suppliers and in turn further develop our product offerings.

This is a really exciting opportunity for someone who wants to make a lasting difference in shaping the future of event operations, lead a growing team to deliver exceptional service and build life long client relations.

About the Conditions and Benefits

In addition to a basic salary, you will benefit from company pension contribution consistent with the Government auto-enrolment scheme rising to 5% after 2 years' service.

All team members benefit from our Health Assured App subscription for Mental Health & Well-being support 24/7 immediately on start of employment. On passing of your probationary period you will benefit from Health Shield, our cash payment plan which helps to support a number of medical and holistic treatments. We also run a company-wide Reward & Recognition policy which supports all employees with termly incentives and reward programmes. We also offer the opportunity to purchase extra annual leave subject to business need.

Annual leave entitlement will be 25 days per annum, and un-paid leave can be requested (following a probationary qualifying period for 6 months.)

This position is full time working Mon – Fri, but occasional weekends may be needed to cover events.



Role - Main Responsibilities

- Accountability for driving the team to deliver operational excellence of tours and events throughout the year;
 - Direct line responsibility for the Tour Consultants & Admin Support team at FHT as well as the Operations and Support team at SSE.
 - Consistent leadership in the delivery of exceptional customer service practice, engaging the team to take full ownership of the customer journey from start to finish
 - Gain a deep understanding of the operational process and identify development areas. Working with the Head of Brand to ensure the department is structured to scale with the business.
 - Supporting the team on tailor making itineraries reflecting the requirements of the group whilst also ensuring an efficient and scalable working process.
 - Working with the Head of Brand and Commercial Team to ensure costings are correct for events and tours and delivered within budget.
 - Keeping track of Event and Festival retention rates and ensuring the group standard conversion rate are achieved at SSE.
 - To ensure new quotes and bookings are secured in a timely manner to maximise conversion and deliver growth.
 - Liaising with the purchasing team to negotiate and confirm travel, accommodation and visit requirements.
 - Ensuring all tour logistics are completed within set budgets and client payments are received in the agreed time frames.
 - Development of “life-long” relationships with both client and supplier

- Sound product knowledge, including...
 - Sound understanding of group travel operational delivery and/or large scale event management
 - Regularly visiting key destinations and taking part in inspection visits.
 - Regular Travel to SSE’s events mainly delivered in Disneyland Paris & UK currently.
 - Managing the maintenance and improvement of information packs about visits in the assigned areas.
 - Working closely with Purchasing teams to ensure allocation system is managed and fit for purpose.
 - Building close and successful relationships with current partners, focused on getting NGT the best value and service.
 - Understanding and awareness of NGT’s Safety Management System and Health & Safety Rules.

- People management responsibilities including...
 - Delivery of regular 1:1’s and performance reviews to manage individuals’ performance.
 - Development of motivational team & individual KPI’s to help support department outcomes, including service timelines, SLA’s and sales targets.
 - Conduct weekly team meetings.
 - Utilisation of group Reward & Recognition scheme to support delivery of expected service levels and pushing NPS scores to NGT levels.
 - Regular meetings with Head of Brand to discuss potential developments and business direction.



- Ensure company handbook and Health & Safety rules are adhered to and general working etiquette applied by self and team.
- Support recruitment and training as required across all areas of the business.
- Regular coaching of less experienced tour consultant colleagues to develop skills and confidence in customer service skills as / when appropriate.

Role - Additional Responsibilities

- Recruitment, training and coaching of the operations team.
- Using MI reports to measure, manage and report on the operation team performance including information for the monthly board report.
- Back up responsibility for 24hr emergency cover on a 12-month rotational basis (month on month off).
- Being on hand 24.7 for any emergency scenarios and taking the lead in managing the situation with support from the Customer Relations Director.
- Taking the lead in external body assessments such as STF, CSE, IIP.

About The Individual

Individual - Essential Skills Required

- Proven experience and full understanding of delivering exceptional customer service.
- Proven experience in operational delivery / event management
- Proven experience in leading teams and managing KPIs.
- Ability to resolve problems, drive in solutions, work under pressure and meet deadlines.
- Ability to work under own initiative, and essentially as part of a wider team.
- Analytical skills, the ability to understand required group volumes and understand event P&Ls.
- IT literate and knowledge of Microsoft products.
- Ability to follow procedures but most importantly to assess and enhance them.
- Strong time management skills and ability to prioritise workload and be highly organized.
- Excellent verbal and written communication skills and accurate written and spoken English.
- Commercial & financial awareness and strong numeracy.
- Adaptable and flexible.
- Advanced knowledge of the School Travel Market.
- School Travel Market Product knowledge.
- Destination knowledge in particular Europe.

Individual - Useful Skills

- Advanced IT knowledge
- Knowledge of a foreign language French/German/Other
- Driving license



Individual – Essential Personal Attributes

- Consistent delivery of NGT Values and Behaviors.
- Leadership and motivational skills.
- 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 qualify for a CRB check. 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.