

Name | Travel Operations Specialist (Booking Delivery Team)

Branch:	UK Head Office
Work location:	Bristol
Reports to:	Line Manager – Yuki Hunter (UK Booking Delivery Manager /Sales Operations Global Coordinator)

Our Values

In everything we do at Inside Travel Group, we strive to deliver a Quality and Friendly service with Integrity and Passion using our collective Knowledge. This is at the heart of the organization, and the company looks for every individual to demonstrate this daily.

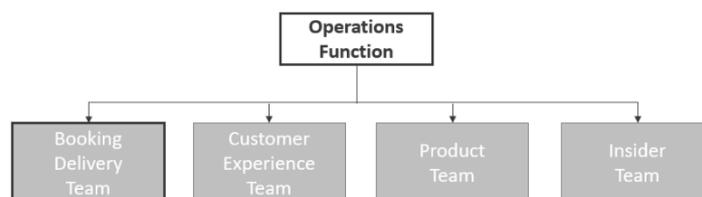
Leadership & professionalism

Inside Travel Group encourages everyone to take personal responsibility for leadership within the organization. Each member of the team is expected to exemplify the company values through their work and professional conduct. We expect everyone to set an example to those around them and to be conscious that they are representing the company when working with customers and partner organizations.

Job Purpose

You will contribute to the Operations Function (*) to ensure the smooth delivery of our bookings by making accurate travel arrangements in an efficient manner and assisting to the design of customer trips created by our travel consultants.

(*) Operations Function: Working towards a single goal of delivering unforgettable journeys for ITG clients to spec as sold by our global Sales teams.



Relationships

You will be working closely with the Global Booking Delivery Team who are in the US, Australia, Japan and UK to process administrative tasks and responsibilities. And with the Global Sales function, Product function and Ground Staff (Insider function) in order to operate trips to our ITG standard. There will be many chances to collaborate and work together with other areas of the business. We are all about teamwork.

Externally, you will communicate with local suppliers and partners to ensure services and arrangements are properly secured (most of our suppliers can communicate in English so minimal Japanese or foreign language ability is required).

The Role

As a member of the Booking Delivery Team, your main duties will be to secure services for our client bookings and to generate clients' final travel documents. By supporting our Sales Function, and facilitating our clients' bookings, you will contribute vitally to the Operations Function's goal of delivering unforgettable journeys for ITG clients.

Although it will not be your main duty, you will also process daily administrative tasks related to sales, such as sending brochures and printing, compiling and sending travel documents to our clients if needed.

While most of your work relates to the Booking Delivery Team, you will be asked to support and collaborate with other teams as a member of the Operations Function.

Outputs

- Happy travel consultants via 'internal' customer service to our Sales Function
- Accurate confirmed services for our bookings
- Accurate final travel documents (Info-Packs and tickets) to clients and final travel documents (passenger information) to ground staff

Main tasks and responsibilities - What You Will Do

(Booking Ops Management)

- Screen and update itineraries on our internal Booking System (Axum) to ensure everything is deliverable and processable when Travel Consultants get new bookings
- Work closely with the Sales teams worldwide to manage bookings for our group tour clients by planning tasks and sending reminders, checking client's arrangements, altering the client's travel documents/information accordingly
- Input costs of services in Axum and liaise with the Finance Team so invoice payment and refund transactions can proceed smoothly
- Keep all information up-to-date and accurate in Axum
- Contribute to the annual Group Tour allocation and re-pricing project by the Product Team

(Ground Arrangements)

- Make travel arrangements for clients (e.g., accommodation, restaurants, activities, excursions, guides, transportation, etc) by making a phone call, sending E-Mail & E-Fax, and/or using reservation systems. (If the original options are not available it will fall to you to choose alternative options and book them)
- Check availability and pricing of services
- Involvement in the ticketing of international flights
- Prepare and liaise with ground staff to ensure they have everything needed to run tours. This includes itinerary info, cash sheets and passenger manifests generated from our internal Booking System (Axum)

(Client Documents)

- Check that booking details needed to generate client documents are correct and necessary data is in our Booking System (Axum)
- Generate client documents in our Booking System (Axum) and review manually updated or inserted information such as train times, meeting points, customized service descriptions, etc.

(External and Internal customer service)

- Monitor shared inboxes or booking cues and assist our Sales teams with queries, issues and requests
- Maintain, develop and deepen relationships with our suppliers and partners
- Assist with product research as requested by your line manager

(Additional tasks that may be requested of you when your teammates need help)

- Pack and send final trip documents (Info-Packs) to our clients
- Process brochure requests (send brochures to prospective clients)
- Print travel documents such as destination guides, dossiers, maps etc. and maintain stock
- Handle and process customer feedback
- Issue and print tickets such as Japan Rail Passes, IC-Cards, Air tickets, etc.

(Other Tasks)

- Collaborate with other functions as required on an ad-hoc basis
- Other duties assigned by your line manager for the overall benefit of the organization

Required experience and key skills - What You Will Need

- A passion for Japan/Asia as a travel destination and desire to help others discover the country
- Highly motivated and well-organized person with the ability to handle a large variety of simultaneous tasks
- Detail-oriented and careful to avoid mistakes
- Proactive, organized, and methodical, with well-developed problem-solving skills
- High quality communication skills whether in writing, in-person or on the phone
- Able to work independently and collaborate as part of a team
- Flexible, with the ability to work on own initiative and to tight timescales
- Productive and accurate even when under pressure
- Willingness to progress and develop
- Positive and constructive critical thinking for improvement
- Ability to thrive in stressful situations and to cope with uncertainty, change and performance demands
- Experience in administration or office work in general
- Proficient in MS Office (Excel, Word, Power Point, Outlook, Teams and SharePoint)
- Advanced level of English (written and spoken)
- University/college undergraduate/bachelor's degree

Desirable attributes - Things that can help

- Advanced level Japanese (written and spoken) (plus but not essential)
- Experience of living and/or working in Japan (plus but not essential)

Pay and Conditions

Base Salary	From £20,690 per annum (depending on skills and relevant experience)
Hours	37.5 hours per week
Holiday	23 days paid annual leave, rising to 25 days, plus statutory bank holidays
Pension	3% employer pension contribution to workplace pension
Bonus	A discretionary end of year bonus relating to performance

Candidates will need to have the unrestricted right to work permanently in the UK. For this position we are unfortunately unable to sponsor visas. At ITG, we will consider requests for flexible working on hiring.

Probation period: 6 months, which can be extended by 1 additional month if necessary.

There may be occasional opportunities to travel for research purposes.

If the above role is of interest, please apply now by sending an up-to-date CV and cover letter to: jobs@insidetravelgroup.com

About Inside Travel Group

Inside Travel Group is a specialist tour operator whose head office is in Bristol, UK, with sales branches located in Boulder, Colorado and Brisbane, Australia, and an operations branch based in Nagoya, Japan. The company consists of specialist travel brands, InsideJapan Tours which was established in 2000 and InsideAsia Tours which specialises in travel to Asia.

The multi-award winning InsideJapan brand is one of the world's largest and most respected independent providers of travel to Japan. The company offers unique group tours, tailored travel, and cultural experiences that few get the chance to discover.

Our team have had years of experience living, working and travelling in destination countries, and we offer unrivalled advice and support, whatever the customer's budget or personal interests. Our trips give people the chance to experience both the popular and little-known aspects of Japanese and Asian culture, giving customers an insight into the diverse character of the countries we love.

Work Culture

You will be working in a vibrant office with a great team of employees all with a passion for destinations, a belief in the brands and a strong sense of collective values and purpose. Our work culture is supportive, creative and dedicated and is at its best when we all try to lead by example; the more you put in, the more you and the team get out, and it will be important that you play your part.
