



Job Profile: Admin and Sales Support

Company name: Experience Travel Group

Date Updated: 18th October 2016

Mission:

We aim to be the go to travel company for experience based tailor-made holidays in Asia.

We are an experienced based company: meaning we focus relentlessly on the client experience locally. We use our specialised knowledge and know how to create experiences that bring clients closer to the country through taste, smell, touch and sight. For us it is not just about being in-country, but also the enjoyable experience of planning, anticipation and the sharing afterwards.

Values:

Be Enterprising

Ambitious; to grow the company, develop ourselves personally, be constantly enterprising and have the courage to take risks.

Be Collaborative

To develop long term partnerships in everything we do; between every member of staff, everyone involved in the delivery of our holidays and all of our clients.

Be Responsible

Taking full personal responsibility for everything we do, for the delivery on our promises and for the social and environmental impact of our work.

Be Passionate

Going about our business with passion for the quality of what we do, for travel as an end in itself, for expanding horizons and for creating joy.

Be Distinctive

Remembering that there are many perspectives from which to look at the world and having the confidence to inspire others to do the same.



Job Title: Admin and Sales Support

Job Location: Experience Travel Group's UK office, 7 Prescott Place, Clapham, London. SW4 6BS

Job Type: Full Time Employee (including 2 x Saturday's per month).

Reporting To: Matt Brazier / Head of Experience

Job Purpose

The main purpose of this job will be to provide admin support for our customers once they have booked a holiday via a sales consultant. This will be via online and offline channels, including preparing travel packs, liaising with the clients and suppliers in the immediate pre-travel period, handling the client portal and our app. This job is critically important, can be fairly pressurised and holds a lot of responsibility within the company.

Secondary functions will include taking on office management tasks and helping the 'Head of Experience' with developing the customer journey. Also, a strategic overview of the role will take place as it progresses and develops.

A passion for travel and a desire to join a dynamic, growing organisation is essential.

Main Roles & Responsibilities:

- Complete post booking administrative formalities and input details on the system.
- Put together client travel packs and check details are 100% correct before sending.
- Managing the client portal and updating our app.
- Manage elements on the correspondence between clients and consultants immediately prior to travel.
- Provide data and reports to the sales team.
- Manage meeting room set up and ensure it is ready for client meetings.
- Manage calendar schedule.
- Provide operational IT support.
- Manage the contents of the storage and the stationary for tickets/shows/marketing etc...
- Answer the telephone.
- Strategically looking at the job as a whole and helping streamline processes.

Position Requirements:

- Good organisational skills.
- A genuine passion for travel.
- Accuracy and attention to detail
- Decent all round IT knowledge.
- Great customer care skills.



- Good written and verbal English.
- An ability to work under pressure and to deadlines.
- An ability to work independently and as a team.
- A positive, enterprising and responsible approach to work in line with our company values.

Targets (TO BE REVISED ON A SIX MONTHLY BASIS):

- A zero percent mistake ratio on travel packs.
- 90% of travel packs to be sent out at least 6 weeks prior to departure.
- 90% of confirmation packs to be sent within a week of confirmation.

Training that will be given:

On request and if agreed with senior management.

Work Hours:

9am – 5pm Monday to Friday (2 X Saturdays per month with days off in lieu.) 23 days per year holiday.

Salary and Contract information:

The annual salary will be £24,000. The general structure would be a three-month probation period where we would have the right to terminate the offer without notice.

On passing probation you will be entitled to up to £600 towards flights for one of our destination we sell.