

Position Description **Groups Operations Executive**

Job Title:	Groups Operations Executive – French speaker
Reporting to:	Operations Manager
Department:	DMC - Groups
Location (primary):	London / Edinburgh / Palma

Job Purpose

- The principle function of this role is to achieve successful and profitable operation of all groups handled.
- To work with colleagues in the order to develop and grow the business from specific clients for the Groups Business.
- To deliver the ultimate customer experience by outing the client at the heart of the business
- Develop relationships with clients and become the principal point of contact for them, qualifying, quoting and operating their tours.

Key Responsibilities

- To ensure the smooth operation of all groups, working closely with Product Team who is responsible to book all services and hotels for your groups to provide them with all the necessary tools in order for them to book everything correctly and according to the offers confirmed to our agents i.e. correct budget for buying rates for both hotel and services, timed itineraries, any additional info they should be aware of during the buying process.
- To assume total responsibility of a booking at 40 days prior undertaking 40 days check and making further adjustment as necessary.
- To create and issue final timed itinerary, vouchers, invoicing clients by given deadline.
- To achieve customer excellence by taking all necessary steps to ensure the success of the tour from both the agent and end client's perspective.
- To ensure the financial details of all bookings are accurate and up to date within the Tourplan platform.

- To visit clients abroad and within the UK as and when required
- To organise and accompany clients, potential clients on FAM Trips, inspection trips.
- To be a team player and support your colleagues.
- To participate in the emergency cover rota, operating outside office hours.

Required Experience and Knowledge

Essential	
Qualifications & Knowledge	<ul style="list-style-type: none"> • Fluency in English. • A solid working knowledge of Microsoft Word, Excel. • Outlook, Powerpoint and the Internet.
Experience, Skills and Behavioural Requirements	<ul style="list-style-type: none"> • Desire to deliver exceptional customer service. • Results driven. • Commercial awareness and understanding • Highly accurate with an excellent attention to detail • Well-developed written and verbal communication skills • Ability to make decisions and to work on own initiative. • and as part of a team • Excellent organisational skills

Desirable

Qualifications & Knowledge	<ul style="list-style-type: none">• Tourism related degree Further second language(s): French is highly desirable.
Experience, Skills and Behavioural Requirements	<ul style="list-style-type: none">• Tourism industry experience

About WebBeds.

Launched in 2013, WebBeds is the world's fastest growing B2B travel intermediary, or 'bedbank', providing accommodation and ground product distribution services to the travel industry. We source content from travel suppliers, aggregate and merchandise that content in the WebBeds platform, then distribute it to our global network of travel trade clients, who sell to the travelling public.

Our clients – online travel agencies, retail travel agents, corporate travel managers, tour operators, wholesalers, tourism boards, super apps, DMC's, group providers, airlines and more – access the company's huge global inventory of more than 368,000 hotels (comprising 30,000+ direct contracts, 70+ integrated third-party providers and 60+ major hotel chains) through market-leading, trade-only booking websites or via simple and seamless API connectivity. In addition to hotel product, clients can also book over 5,500 transfer services in 1,200 destinations along with thousands of guided excursions and tickets for attractions.

Our supplier partners – global hotel chains, independent hotels, apartments, resorts, attractions, transfer and sightseeing companies and more – benefit from our global distribution network of over 44,000 travel companies in more than 145 source markets and are supported by a local dedicated point of contact focused on ensuring we deliver value, choice, expertise and an unrivalled level of service.

WebBeds operates global coverage through four geographic regions – Europe, Asia Pacific, MEA (Middle East and Africa) and Americas - with over 1,400 travel professionals working in 50 offices worldwide. WebBeds also operates specialist brands JacTravel DMC and Umrah Holidays International. JacTravel DMC provides tailor-made travel arrangements for offline FIT and groups traveling to the UK, Ireland and key mainland European destinations to the international travel trade. Umrah Holidays International is a genuine pioneer, providing online pilgrimage travel services to travel agencies worldwide.

Find out more about the WebBeds business at www.webbeds.com

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