

JOB DESCRIPTION

Job Title: Operations Manager - Groups

Department: AC Tours

AC Tours will continue to be known for its long standing leisure group focus specialising in touring series and ad hoc groups throughout Europe.

This Operations Manager will play a pivotal role in helping the Groups department to achieve its targets and improve performance. A great opportunity for an ambitious individual to make their mark in an expanding business, grow with the company and achieve progression in the future.

Responsibilities

- Day to day management and coaching of the Groups Team.
- Establishing a training plan to achieve an outstanding level of customer service excellence for all team members
- Responsibility to ensure outstanding operations from confirmation to group departure.
- Liaising with accounts team to ensure that all invoices are correct and payments are up to date
- Day to day contact with suppliers including hoteliers and other service providers
- Day to day contact with clients
- Ensuring that Tourplan is being effectively used and maintained in accordance with company SOP
- Responsible for performance reviews and management of all members of the Groups team
- Ensuring work is evenly distributed within the Groups team
- Ensuring all deadlines are adhered to and operations run in a timely manner
- Scheduling emergency mobile cover on a rota basis
- Ensure that the team meets and exceeds our clients' expectations
- Any other office duties as required

Skills & Experience

- A 'hands on' individual with previous, relevant and successful managerial experience (at least three years)
- Previous experience and knowledge of the UK inbound market (preferably)
- Motivational and inspirational leader
- Driven, focused and commercially savvy
- An empathetic ability to listen and thereafter communicate effectively and articulately.
- A positive outlook with a flexible approach that actively seeks out solutions.
- Strong attention to detail and high levels of accuracy.
- Very strong ability to negotiate with and persuade colleagues, suppliers, and clients alike.
- Extremely organised that can successfully multi-task.
- Highly proficient in IT and a quick learner of new tools and operating systems is essential.
- Strong sales and negotiation skills
- Customer focused with excellent verbal and written communication skills.

To Apply: Please send through your updated CV and brief cover letter to jobs@actours.co.uk...