

JOB DESCRIPTION

Job Title: Groups Supervisor - Operations

Department: AC Tours

Location: London

Responsibilities

- Meticulous planning and operating of groups/tours
- Communicate, liaise, and negotiate internally and externally using appropriate methods to facilitate the development of profitable business, sustainable relationships and effective service;
- Book & negotiate services in accordance with the itineraries (e.g. coaches, guides, restaurants, etc.)
- Manage, organise, and update relevant data as appropriate to the role
- Daily distribution of work and monitoring of deadlines within the team.
- Coaching and mentoring of staff to ensure best practise is rolled out throughout the team according to agreed policies and procedures
- Use personal judgement and initiative to develop effective and constructive solutions to challenges and obstacles;
- Prepare and submit relevant documents to both clients and suppliers in a timely and accurate manner
- Day to day contact with suppliers including hoteliers and other service providers;
- Day to day contact with clients;
- Emergency mobile cover on a rota basis;
- Any other duties as required.

Skills & Experience

- Able to take responsibility for day to day supervision of the operations team
- Highly organised and self-motivated.
- Ability to work independently and as part of a team
- Ability to build and maintain internal and external relationships.
- Ability to work accurately under pressure.
- High standard of written and verbal English, German an advantage but not essential.
- Numerate with good attention to detail.
- Good knowledge of Microsoft Office; Tourplan an advantage but is not essential.
- Previous experience within the travel industry with working knowledge of the UK and Ireland is an advantage.

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