

Role title	Operations, Administration & Ticketing Team Member (OATs)
Reports to	OATS Team Leader
Working hours	Full time permanent (37.5hrs per week), and Saturdays as per rota.
Location	York

Role Purpose:

The OATS team co-ordinate and implement many of the processes that ensure we provide the holidays and services booked by our customers, including creating each itinerary on the reservation system, confirming accommodation & other local services, and booking travel. The OATs team collate and issue all final ticketing documentation ready for despatch to customers.

They also provide vital support to all areas of the business with a detailed and expert knowledge of the policies and procedures of our key transport suppliers, including airlines, rail and ferry operators, and car hire companies.

Responsibilities & Tasks:

- Accurately create (build) each holiday itinerary on the reservations system from the information provided by the Sales team.
- Request hotel accommodation and other services from local suppliers.
- Manage the reservation replies from suppliers, liaising when necessary with the Holiday Operations team if 'not possible' or other queries have been received.
- Contact customers by telephone to book 'No Frills' flights when holiday confirmed, e.g Easyjet, Jet2.com, TUI.
- Prepare and issue accurate final holiday confirmation to customers within a timely manner.
- Monitor flight deadlines & ensure all flights are issued accurately and within the correct timeframe.
- Monitor flight notifications to ensure that we are aware of any time changes and cancellations – applicable for no frills and those booked via Smartpoint.
- Book and confirm travel elements as they reach their booking horizons, including rail journeys, travel passes, ferry crossings & car hire.
- Prepare and send customers final ticketing documentation.
- Liaise with customers via email and telephone regarding any final ticketing documentation or other travel related queries they may have. Re-issue any ticketing packs if necessary.
- Liaise with travel suppliers, e.g. a flight company if a ticketed flight is impacted by a change/cancellation. Amend or cancel the reservation as advised by the Customer Services Team.
- Prepare and send ad hoc brochure requests
- Deal with incoming and outgoing post for the business.
- Any other duty as required by management commensurate with the post

Role Scope:

Knowledge and Skills

- Good communication skills with a strong and confident telephone manner
- Team Player
- Pro-active, flexible 'can do' attitude and ability to thrive in a fast-paced work environment.
- Organised, with great time-management skills and an ability to multi-task.
- Keen eye for detail.

- Tenacious problem-solving skills

Personal Characteristics

- Enthusiastic
- Passionate about travel and a genuine desire to provide a high standard of customer service at all times.
- A Team Player
- Effective communicator
- Trusted, open and honest
- Willingness to be flexible

Working Relationships

It's important to have good working relations with all departments in the business, however the OATs team work collectively and closely with the wider Customer Operations Team, including Holiday Operations, Sales and Customer Services.

Inntravel – inspiring individual discovery

Expertise through knowledge and experience

Respect for the places and people we work with

Embracing **individuality** and **creativity**

Trust through openness and integrity

Shared **enthusiasm** and **pride** in all we do