

Role Profile

Role title	Operations, Administration & Ticketing Consultant (OATs)
Reports to	Holiday Administration Manager
Working hours	Full time/permanent (incl Saturdays as per rota). Work life balance is important to us and so we are open to discussion on working hours.
Location	Whitwell-on-the-Hill, near York

A bit about Inntravel:

This is an exciting time to take on a new role at Inntravel – a business benefiting from long-term investment to achieve ambitious growth targets, deliver digital transformation projects and retain its place as market leader in the self-guided walking holiday market.

Established in 1984, Inntravel is a widely respected, leading provider of ‘at your own pace’ self-guided walking, cycling and other activity holidays across Europe. Innovative, paying meticulous attention to detail, and delivering the highest standards of personalised customer service, a team of over 70 staff work from idyllic offices in rural surroundings near York.

Inntravel was for many years a family-owned business, and it retains a strong sense of independence and autonomy. Since 2008 the company has been an integral part of the well-established Hotelplan UK. The Hotelplan UK family of brands includes Inghams, Esprit, Santa’s Lapland and Explore Worldwide, all based in Farnborough.

Hotelplan Group was a founding signatory of the Glasgow declaration, which commits us to halving CO2 emissions by 2030 and reaching Net Zero as soon as possible before 2050. We are all stakeholders in this commitment and sustainability is a huge part of the decisions we make here at Inntravel.

A bit about the role:

Our primary aim is to deliver the best possible service to our customer throughout their journey and this is the key driver for everyone at Inntravel.

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.

Main Responsibilities and 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 requested accommodation is unavailable 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.
- Maintain positive working relationships with colleagues in the customer operations teams.
- Participate in the Saturday, and out-of-hours helpline rota.
- Any other duty as required by management commensurate with the post.

What you will bring to the role:

- Good communication and written skills with a strong and confident telephone manner
- Organised, with great time-management skills and an ability to multi-task
- High level of computer literacy
- Tenacious problem-solving skills
- High level of computer literacy and numeracy

Personal qualities:

- An enthusiasm for Inntravel's type of holiday
- Pro-active, flexible 'can do' attitude and ability to thrive in a fast-paced work environment
- A genuine desire to provide a high standard of customer service at all times
- Ability to work independently and prioritise multiple tasks in a fast-paced environment, whilst also appreciating when to escalate
- Team player
- Keen eye for detail and an ability to work swiftly and accurately under pressure
- Highly motivated and flexible, willing to work outside the 0900-1730hrs norm when required
- Trusted, open and honest
- Inspires confidence in others
- Resilient and able to cope under pressure
- Self-starter who will take the initiative
- Empowering by nature and upholds our company values
- Passionate about travel

Benefits of working for us:

- 50% holiday discount scheme on holidays offered by any company in the Hotelplan UK group
- 25 days holiday a year (pro-rata) – rising by 1 day per year to 30 days after 5 years
- Opportunity to 'buy' additional holiday leave if you need more time off
- Bonus eligibility based on company performance each year
- Hybrid working environment
- A healthcare cashback scheme that allows you to claim back money on a number of healthcare costs
- Pension scheme and life insurance
- Sociable and friendly office environment including our own allotment and lunchtime exercise classes

- Two volunteering days per year

Our Values:

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*

The fine print

This Position Description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements, and you will also be expected to undertake such tasks as are reasonable and relevant to the scope of the post. Job descriptions will be regularly reviewed to ensure they are an accurate representation of your role.