

<b>Job Title:</b>	Groups Operations Executive – with European languages included
<b>Reporting to:</b>	Groups Operations Manager
<b>Department:</b>	Operations
<b>Location (primary):</b>	London, Edinburgh

## Job Description

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To ensure the smooth operations of our groups by creating a well-planned timed itinerary and book all the relevant services and entrances, special attractions. Provide excellent customer service to our clients.

To collaborate closely with colleagues in other department to develop and grow the business from specific incoming markets for Groups.

## Key Responsibilities

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To achieve successful and profitable operation of all groups managed

To understand the needs of the clients and the market in which the department is operating, obtaining this information through in-house sources, senior staff and sales and Key account teams

To collaborate closely with colleagues in Sales and Key Account to ensure growth in this area and oversee the client relation

## Level of Financial Responsibility

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To achieve the costed profit margins for all tours and to aim to over-achieve whenever possible

To minimize accounts/credit control problems and to ensure that invoicing is completed at a stage which gives Credit Control sufficient time to anticipate potential problems

To ensure that non-credit clients and clients with specific terms are invoiced at correct time

To ensure that queried/problem supplier invoices are resolved within the deadline

To check financial details of each booking and to ensure profit / loss is identified on Tourplan accurately

## Required Experience and Knowledge

Essential	
Qualifications & Knowledge	English is a must. Fluency in other European language. A solid working knowledge of Microsoft Word, Excel, Outlook, and the Internet
Experience, Skills, and Behavioural Requirements	Exceptional customer service and results driven Highly accurate with an excellent attention to detail Well -developed English written and verbal communication skills Fluency in a European language as well as English. Ability to make decisions and to work on own initiative and in a team Excellent organisational skills

Desirable	
Experience, Skills, and Behavioural Requirements	Previous experience of working in DMC -Groups Business Comprehensive industry knowledge

About JacTravel.

**Established in 1975, JacTravel is a leading European Destination Management Company.**

JacTravel provides groups and tailor-made FIT travel products and services to the international travel trade including accommodation, transportation, attractions, catering, and guided touring. Long term specialists in England, Scotland, Wales, Northern Ireland, and Ireland, in recent years we have expanded our offer into France and key destinations in mainland Europe.

Our team of enthusiastic travel experts in offices based in Edinburgh, London, Dublin, Palma (Mallorca), and Cluj (Romania) create and operate made-to-measure city break, touring and special interest itineraries. Since 2018, JacTravel has been part of WebBeds, the fastest growing accommodation provider to the travel industry.

**Our clients** – online travel agencies, retail travel agents, tour operators, wholesalers....

**Our supplier partners** – global hotel chains, independent hotels, castles, B&Bs, self-catering, tourist attractions, restaurants, transfer & transportation companies, guides....

JacTravel operates global coverage through a sales team covering our key markets in USA & Canada, Latin America, DACH, Benelux, France, UK, Spain, Portugal & Italy.

Integrated within the JacTravel team is also the WebBeds Groups team based in Palma thanks to a shared expertise of group travel. The WebBeds Groups team focus on city breaks and ancillary services to global destinations.

Find out more about the JacTravel business at [www.jactravel.com](http://www.jactravel.com)