

BD groups & FIT Team Leader for French speaking markets

POSITION DESCRIPTION

Position:	Operations Team Leader
Location:	London
Reports to:	Head of Sales – French speaking markets
Hours:	Full-time
Salary:	c. £27,000

Purpose of the role	
<ul style="list-style-type: none"> - Monitor and support the Operations and Business Development teams. - Develop and maintain excellent working relationships with all clients. - Develop business and send out accurate and competitive quotations. - Work closely with the sales and marketing manager to increase conversion rates. - Update and work closely with the Operations Director on the Introduction and Training Programme. - Monitor staff response times and ensure that all staff achieve their targets. 	

RESPONSIBILITIES

Handling New Requests and Quotes:

- Acknowledge all new requests with a telephone call.
- Ensure that all new requests are qualified.
- Produce good quality quotations using the e-voyages standard format and within the agreed deadlines for your market.
- Take an option on accommodation or other services when required.
- Follow up all quotations consistently to maximize conversion rates.
- Acknowledge confirmations to clients.

Logging and Monitoring:

- Log all new requests.
- Update log with confirmations and lost business.
- Monitor response time of the team for all enquiries.
- Maximise conversion rates and keep all staff on target as set out by the Operations Director.
- Monitor the bed bank list and ensure that the contracts executive is keeping it up to date.

Handling Suppliers:

- Negotiate the best possible rates with suppliers (contracted and non-contracted).
- Ensure that options held are centralised and checked on a daily basis.
- Negotiate allocations with Hotels for the dept with Manager's assistance.
- Develop close relationship with the Purchasing dept.

Financial:

- Ensure that we achieve the correct margin for each client.
- Ensure that we buy under budget as much as possible.
- Assist them with production of the monthly statistics by keeping the "booking summary" list up-to-date at all times.

Supervising day to day work of the staff team:

- Assist staff (including temporary staff) in the general operation of tours with help and advice as necessary. To check the outgoing offers when applicable.
- Train all new operations staff with the input of the Operations and Contracts Director and the Sales and Marketing Manager.
- Train the operations staff on UK product knowledge with the input of the Operations and Contracts Director and the Sales and Marketing Manager.
- Assist the Operations and Contracts Director with staff appraisals, participating in them if necessary.
- Ensure that the staff are aware of and follow E-voyages' internal procedures.
- Make sure the in-house computer is properly updated and used by the staff.
- Monitor staff response times for replying to clients and entering bookings in tourplan etc.

Standard Procedures

Suppliers:

- Ensure that the correct services are booked at or under the budget.
- Maintain close communication with the operations team at all times and to be involved on the progress of all bookings.
- Maintain good and up to date product knowledge at all times.
- Respond to supplier's payment requests within 4 hours.
- Resolve invoice queries within 1 week.
- Cancel all services when cancellation received from a client and to chase signatures accordingly.
- Retain overall control and responsibility for all delegated tasks.

Clients:

- Answer email / faxes within 4 hours.
- Answer any correspondence on day of receipt if received by 12h00, or by 12h00 next working day if received after 12h00.
- Make service reservations as per the client's requirements in accordance to their deadlines and to deal with their queries in a timely manner.
- Maintain close communication with the relevant clients at all times on the progress of the bookings.
- Offer the clients as many additional services as possible in order to increase the income per group.
- Be aware of any special offers / deals which can be sent to the clients to generate additional business.
- Contact the client 6 weeks before arrival to get an update.
- Ensure that the client provides the necessary information at the correct time to generate the sales invoices.

- Respond to complaints within 2 working days and ensure it is fully resolved within 1 week.
- Resolve problems on same day whilst groups are traveling.
- Reconfirm in writing what's been agreed verbally.
- Ensure are Key clients have a supply of London Maps.

Financial:

- Ensure that the "booking summary list" is constantly updated and accurate.
- Invoices must be raised 30 days before the travel date.
- Ensure that the sales invoices are settled within their agreed terms. Vouchers can only be sent upon receipt of a stamped copy of bank transfer for non credit clients. Clients should be chased accordingly by telephone and a note must be recorded in the booking folder.
- Provide an explanation for high or low margin in the booking notes within the booking folder.
- Ensure that suppliers invoices are authorized and passed for payments before group's arrival and apply for credit facilities whenever possible.
- Ensure suppliers provide us with a credit card receipt for all transactions recorded on the credit card log.

Other:

- Participate in the Emergency mobile phone Rota for the department.
- Complete any reasonable instruction from a superior.
- Adopt a filing system which enables your colleagues to cover in your absence.
- Help create and send special offers with the Sales and Marketing Manager.

THE PERSON (PERSON SPECIFICATION)

Experience:

- Experience in the Travel Industry or degree in Tourism Management or similar.
- Experience in managing a small team

Skills:

- Fluency in English and French
- A positive attitude with drive and a work ethic to meet targets
- Strong attention to detail
- Creative and able to 'think outside the box'
- Excellent written, oral and interpersonal communication /relationship-building and analytical skills
- Excellent time-management
- Knowledge and understanding of travel industry information systems, preferably Tourplan
- Proficiency in MS Office applications (Excel, PowerPoint and Word)

Personal Qualities:

- Ability to lead, inspire and motivate and small team
- Ability to induct, coach and support team members
- Ability to work independently and self-directed

Submit your CV, application letter and availability to:

recruitment@e-voyages.co.uk