



Abbey Ireland & UK,  
67 Shandwick Place, Edinburgh, EH2 4SD, Scotland  
Tel: +44 131 656 5900  
Web: <https://www.abbeygroup.ie/>

### **THE COMPANY:**

The Abbey Group is an established and fast growing Destination Management company with offices in Dublin, and Edinburgh with a turnover of 95 million in 2019 specialising in B2B sales to the international travel trade in both Groups and FIT. The UK operation is headquartered in Edinburgh with a turnover of 30 million.

The Group has four divisions specialising in specific types of inbound tourism

- Conferences & Events
- Group Tours
- Individual & Online Travel
- Incentive & Luxury leisure travel

Due to the ongoing expansion of our US business, we are seeking an experienced, commercial Business Development and Customer Care Manager with a proven track record in converting business from the US inbound market to the UK.

The individual will be a commercially driven self-starter with excellent interpersonal skills, articulate with total fluency in written and spoken English.

The company offers a competitive salary along with company bonus scheme and benefits package. This role is an exciting opportunity for a candidate who has a strong sales flair and is looking to develop their career in a fast growing travel company.

This role is a management position and will report to the Customer Care & Operations Director and UK Managing Director.

Some international travel may be required and will be in compliance with the company's Business Travel Policy.

### **WHY WORK FOR US**

- Progressive Company
- Learning and Training opportunities
- Active Social Committee and Green Team including free events throughout the year
- Deloitte Best Managed company for 11 consecutive years
- Hybrid/blended working option available
- Contribution towards pension/health plan
- Employee Assistance Programme

**TITLE OF VACANCY:**

**North America & Long Haul Group Manager UK**

**CORE DUTIES INCLUDE:**

- Overseeing the business development and Customer care group functions for the UK for the inbound North American and Long Haul markets for special interest and performance groups and group series. Key to this role is ensuring all client requests are responded to in a timing, creative and professional manner.
- Identifying new opportunities to grow and generate business from the US market with particular focus on growing the London, England, Wales portion of our business.
- Ensure the smooth running of the department ensuring the allocation of workloads with the department and the appropriate apportionment of time between the business development and customer care functions.
- Develop and maintain strong relationships with both existing and potential new clients.
- Promoting new destinations, activities and experiences, advertising the range of Abbey products regularly.
- Active hands on role in the business development function for the US team for the UK as well as playing a key role in the development of the US strategy in growing US business for the UK.
- Active role in the preparation and costing of group programmes and working with the client to ensure conversion to confirmed business
- Ensure all enquiries are responded to within deadlines and subsequently followed up
- Full utilization of the Tourplan NX system to generate quotations and subsequent follow up, also ensuring that the confirmed proposals are accurately reflected in the system.
- Full utilization of the CRM system
- All agreed sales and marketing activities as agreed with the UK Managing Director and Business development director for the Group. This could take the form of desk based virtual activity and on the ground live meetings and client visits.
- Management of all staff and trainees assigned to the area.
- Participation in the UK Management team forums.
- Participation in the 24 hour on- call support rota for clients and staff assigned to on-call.
- Strong communication with Dublin based Business Development Managers for the NA&LH markets and with market-based Sales representative, with coordination of follow up and communication with client
- Assisting the Abbey Group with its environmental and responsible tourism initiatives
- Any other duties as assigned by your manager or director and this could be in another department within Abbey Ireland & UK

**EDUCATION & QUALIFICATIONS:**

- Relevant degree qualification in Languages, Business or Tourism - desirable but not essential.
- Very good knowledge of MS Office

**OTHER REQUIREMENTS:**

- Fluency in English required (oral & written)
- Good knowledge of the British tourism industry product
- Excellent organisational and staff management skills with good attention to detail
- Commercial drive and ability to work to identified Key performance indicators.
- Strong positive communication skills
- Being client focused, friendly and diplomatic
- Team player able to work in a busy environment
- A desire to be the best for yourself and your clients

**REPORTING TO:** Customer care & Operations Director UK and Managing Director UK

**SALARY:** Negotiable depending on experience

**LOCATION:** London (home office based) or Edinburgh (office based)

**APPLICATIONS:** Application cover letter + CV to be sent to Rebecca Brooks  
rebecca@abbeyuk.com