

# OXFORD TRAVEL COLLECTION LIMITED

## **JOB DESCRIPTION**

<b>Job Title:</b>	<b>Sales Support</b>
<b>Responsible to:</b>	<b>Head of Oxford Private Travel</b>
<b>Start Date:</b>	<b>December 2018</b>
<b>Hours:</b>	<b>Full time</b>
<b>Salary:</b>	<b>TBC</b>

**Job Purpose:** To provide sales and administration support to the Oxford Private Travel team of travel specialists and our clients and contribute towards the team achieving sales and service targets. Maintain client relationships and provide excellent internal and external customer service to build repeat business. Maintain and develop excellent relationships with suppliers.

## **Job Responsibilities:**

- Provide a range of support to the team of Travel Specialists and enable them to successfully secure a variety of travel experiences for our clients and, therefore, contribute towards achieving the team targets.
- Booking administration support - assisting with the production of client proposals, researching relevant information for enquiries if required, creating booking confirmation paperwork and travel documents.
- Assist Travel Specialists with concierge requests from our clients as required post-booking
- Help maintain our strong relationships with trade partners to ensure we are sourcing the very best experiences for the client and the maximum profit for Oxford Private Travel. Assist in the diary management of meetings with suppliers where required for both Witney and London teams.
- Collate supplier information and imagery.
- Manage and maintain supplier database and ensure our contacts are up to date.
- Maintain supplier contract information and communicate with the team to keep everyone is up to date with our portfolio of direct contracts and supplier relationships.
- Attend and be involved in the organisation of FAM trips
- Assist in the organisation of Oxford Private Travel team meetings and events.
- You will also be partly responsible for the general administration and the upkeep of the Oxford Private Travel website, ensuring information is up to date and accurate, and assisting in the production of copy and new product pages where necessary.
- You will be required to work some weekends and bank holidays, as part of team roster.

## **Skills and Experience required:**

- Previous experience in a travel sales support or administration role.
- You must have impeccable written and verbal communication skills.
- You need to have excellent organisational skills and attention to detail.
- Experience of the luxury market offering a high-end service, as well as an understanding of high-end clients and their requirements, would be an advantage.
- The ability to speak a second language is also advantageous.
- Ideally you should be educated to degree level or similar.

**Personal characteristics:**

- You must be personable and have a friendly, approachable and professional manner that enables you to build strong working relationships with clients, suppliers and team members within the organisation.
- You will have a willingness to go that extra mile; a self-motivated, creative and proactive problem solver.
- You must work well in a small team environment with a hard-working and flexible approach.
- You will be open to training and learning new processes and product information.
- Above all, you should be an ambitious and driven person who is excited about joining a small but growing company and committed to being part of that journey.

**Application Process:**

1. Please send your CV with a covering letter by email to Katie Smith - [katie@oxfordprivatetravel.com](mailto:katie@oxfordprivatetravel.com)
2. First interviews will be conducted by telephone.
3. Second (and possibly third) interviews will be held at our offices in Witney, Oxfordshire.