



GRAY DAWES
EVENTS

Group Travel Consultant Job Description

REPORTING TO:	Operations Manager	LOCATION:	Colchester, Leamington Spa, Manchester
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MAIN PURPOSE:

Providing a high touch service to all clients, offering a consultative and knowledgeable experience throughout the group travel and flight fulfilment process. Working closely with the flights team providing a proactive approach to workloads, ensuring a strong team spirit whilst sharing knowledge amongst the wider events team.

KEY ACCOUNTABILITIES:

- Central point of contact for clients, suppliers and internal team members.
- Booking of group reservations through Galileo GDS and other systems.
- Management of travel suppliers and negotiation of fares and terms and conditions.
- Setting and implementing group travel schedules and general practices.
- Budget management and reconciliation.

ADDITIONAL DUTIES:

- To ensure that all administration, both internal and external is of the highest standard.
- To identify and manage work load priorities for the wider team and escalate issues as they arise.
- To develop and maintain effective working relationships with colleagues in the appropriate offices.
- To be able to work flexible hours when necessary.
- To provide a meet and greet airport service as required
- To increase productivity.
- To ensure all invoicing is accurate and up to date.
- To manage credit card reconciliation.
- To ensure all SLA's and KPI's are consistently met.
- Carry out any other role or task that is commensurate with the spirit and purpose of this job description.

EXPERIENCE:

ESSENTIAL:

- A minimum of three years of corporate travel experience is a must.
- A proven track record in delivering group flights projects.
- Proficient with using the Galileo GDS, along with the airline specific web-based and drop-through systems.
- Experience in using the Microsoft Office suite, Excel and Word in particular.

DESIRABLE:

- Experience of automotive, retail, education, construction, pharmaceutical, public sector and fashion clients is desirable although you would work on a range of industry sectors in the UK and overseas.
- Working with a multi office team.

SKILLS / KNOWLEDGE:

ESSENTIAL:

- Strong administration, communication and attention to detail skills.
- Excellent fare and ticketing knowledge, including published, net, group and consolidator fare types.
- Ability to balance and effectively prioritise a heavy and pressured workload to meet deadlines.
- A creative approach to problem solving.
- Comfortable and capable with negotiation.
- Excellent geographical and airline schedule knowledge
- Project management skills with the ability to handle multiple events at the same time
- Self-starter and team player.
- A passion for travel and can-do attitude.

DESIRABLE:

- Ability to identify upsell opportunities.

ABILITY / APTITUDE:

ESSENTIAL:

- Able to achieve respect of colleagues
- Ability to lead by example and be an Ambassador for service excellence.
- Strong team player
- Excellent organisational skills to accurately monitor option dates, deadlines, company flight restrictions and policies
- Embraces processes and the bigger picture