

Travel and Prize Administrator

Job type: Permanent
Salary: £16,000 - £18,000 per annum (depending on experience)
Start date: ASAP

We are looking for a customer-focused administrator to join our busy Operations team, primarily booking holidays and UK trips and experiences for our clients and prize winners. The role requires strong organisational skills, attention to detail, excellent customer service and a flexible can-do attitude. The right candidate will be process driven and methodical with good attention to detail as well as a team player with a flexible attitude. We are looking for someone with an interest in travel and ideally experience of booking holidays and overseas travel.

The role is based within our prize fulfilment team providing experiences, gift vouchers holidays and prizes for use in corporate incentives and consumer promotions. The successful candidate will be booking bespoke travel packages as well as dealing with customer queries, managing suppliers and maintaining databases. They will also be responsible for other administrative duties within the prize fulfilment team including processing orders and UK experience bookings.

Key Responsibilities:

- Booking of travel packages and tailor-made holidays
- Liaising with winners and corporate customers, maintaining detailed records of all contact
- Customer service including responding to hotline and email queries
- Keeping up to date records and ensuring accuracy on project deliverables
- Organising bespoke prizes including sourcing, negotiation and purchasing
- Fulfilment of prize orders and claims
- Managing supplier relationships including accurate information, accounting, and negotiating pricing
- Maintenance and ongoing development of prize products, include new holidays and experiences
- Assisting in other areas of the department and company as required

Essential Skills and Experience Required:

- Strong organisational skills
- Thorough attention to detail
- Excellent communication skills
- Ability to multi-task, prioritise and work efficiently to deadlines
- Understanding of working within a customer services environment
- Personable and professional telephone and email manner
- Ability to work effectively without constant supervision and use own initiative
- Excellent literacy and numeric skills
- Excellent computer skills (Word, Excel)

Desirable Skills and Experience:

- Experience of booking travel packages ideally within the travel industry
- Appreciation of working to budgets
- ATOL and ABTA knowledge
- Experience of creating bespoke travel packages
- Knowledge of the Incentives and Promotions marketplace

Based in Esher, Surrey, the working hours are Monday to Friday, 9am to 5:30pm.

For further information please contact Suzi Irving at Active, 01372 461 509, suzii@activeconsultancy.com