**Support Services Assistant**

**About The Role**

Title:  **Support Services Assistant**

Reporting to: Support Services Supervisor

Location: Bispham, Blackpool

Are you ready to embark on a rewarding journey with Next Generation Travel Group? We're not just another company; we're the driving force behind the UK's most exciting educational travel brands. If you're someone who thrives in a collaborative and supportive environment, then you're exactly who we're looking for.

The main focus of this role is to deliver exceptional customer service both internally, by supporting the team and also externally to suppliers and clients.

You will be responsible for ensuring accurate and consistent standards of administration for both the Operations Team and Sales Team, liaising with suppliers to support the teams in successfully packaging our clients’ tour proposals. You will be responsible for fully representing the company service ethic at all times and working within our expected framework of values and behaviours.

**What you can expect in return**

* Monday to Friday, 35 hours per week, with options to work 08:00 – 16:00, 08:30 – 16:30, 09:00 – 17:00 (flexible working hour requests can also be considered around term time).
* Annual salary reviews linked to performance.
* Reward and recognition programme.
* Pension scheme after a qualifying period (we’ll contribute 3%).
* Access to company funded Health and Mental Wellbeing resources.
* 25 days annual leave plus bank holidays, rising by 1 day for every 5 years of service up to a maximum of 30 days.
* Up to 10 days un-paid leave can be requested (subject to approval).
* Training, development, and progression opportunities.
* Team events.
* Onsite car park and close to public transport.
* A people focused, customer centric environment with an amazing support network. We have built an exciting, energetic, and innovative culture by working together.

**What will your role look like**

**Main Duties**

* Creation of sales documentation and supporting literature accurately and to a high standard and within turnaround times
* To include all sales documentation (eg quotation, provisional booking and confirmation letters) using our bespoke template system
* For both WST and Study Experiences - source and manage key options with accommodation suppliers accurately and effectively ensuring you request key suppliers in the first instance and in line with company strategy. Manage all expiring options with the team.
* Creation of tour documentation and supporting literature accurately and to a high standard and within turnaround times
* To include all payment acknowledgements, invoice preparation, visit requests, final documentation etc using our bespoke template system
* Populate our bespoke operating system with all data requirements
* Contribution to identifying improvements to work organisation and procedures etc

## **Additional Duties**

* General administration tasks across all areas of the business to support our business needs as required. After an appropriate qualifying period, you will be required to assist with 24-hour duty officer responsibilities several times each year. This requires you to be available during out-of-office hours in order for you to be able to take calls from clients. Full training will be provided.

**Are you the right person?**

**Essential skills required**

* Full understanding of delivering exceptional internal and external customer service
* Ability to resolve problems, work under pressure and meet deadlines
* Ability to work under own initiative, and essentially as part of a wider team
* Good knowledge of Microsoft packages
* Ability to follow procedures and willingness to enhance them
* Ability to demonstrate keenness to learn
* Good attention to detail
* Strong time management skills and ability to prioritise workload and be highly organised
* Excellent verbal and written communication skills and accurate written and spoken English
* Adaptable and flexible

## **Individual - Useful Skills**

* Knowledge of the Travel Market
* Knowledge of a foreign language French/German/Other beneficial but not essential
* Worldwide destination knowledge in particular Europe.
* Sound knowledge of UK geography

## **Individual – Essential Personal Attributes**

* Self motivated, positive and professional
* Real passion for exceptional service delivery
* Ability to work independently inside a team environment
* Desire to support the development of the business and others
* Flexible, adaptable and positive approach to work
* To be of smart appearance and present a good image.

If you're ready to take on a role where your ideas are valued, your efforts recognised, and your potential unleashed, then we want to hear from you. Join us in shaping the future of educational travel and be part of something extraordinary. Apply now and let's embark on this journey together!