

OXFORD TRAVEL COLLECTION LIMITED

JOB DESCRIPTION

Job Title: Private Travel Consultant

Responsible to: Director

Start Date: April/May

Hours: Maternity Cover / Full time

Salary: On Request

Job Purpose: To act as a private travel consultant for Oxford Private Travel clients, which involves designing and selling tailor-made travel experiences across the world. Maintain and develop excellent relationships with suppliers and keep product portfolio fresh through strong destination knowledge.

Job Responsibilities:

- You will be responsible for selling travel experiences, securing bookings, and obtaining a certain level of gross margin, in accordance with pre-determined team and personal targets.
- You will manage the client relationship from the moment they make an initial enquiry, understanding their needs, short listing ideas, managing the booking process and ultimately securing the booking.
- Building strong relationships with our villa, hotel and tour operator partners to ensure we get the best options for the client and the maximum margin for Oxford Private Travel.
- You will learn and familiarise yourself with the product portfolio and with relevant destinations, so that you can best sell to the client, maximising client satisfaction, repeat business and optimising revenue.
- Responsible for obtaining correct invoices from the supplier, generating the relevant booking paperwork for your client and discussing payment options with them at time of booking.
- You will account manage/build relationships with clients, and deliver exceptional client care at all times, ensuring maximum repeat business, by ensuring everything is tailored to suit the individual client and that the process is as seamless and efficient as possible.
- You will also be responsible for following up the clients stay once they return from their holiday and to address any issues; passing on this feedback to Oxford Private Travel, and the relevant hotels/suppliers.
- To be pro-active in contacting previous clients and encouraging repeat business, which may be inbound enquiries or proactive outbound lead generation. You will also ensure clients are fully aware of our sister company The Oxford Ski Company.
- You will be required to attend face to face meetings with villa/hotel suppliers & relevant related events (which may be outside of standard office hours).
- To attend and be involved in the organisation of FAM trips.
- You will also be partly responsible for the general administration and the upkeep of the Oxford Private Travel website, ensuring all information is up to date and accurate, and adding new properties where necessary.
- You will be required to work weekends and bank holidays, as part of team roster.

Skills and Experience required:

- Ideally you should be educated to degree level or similar.
- Previous experience in a travel sales role is essential, with a focus on sales performance and product knowledge within the travel industry, or similar.

- You should have a good knowledge of the luxury market and with direct client contact offering a high-end service, as well as an understanding of high-end clients and their requirements.
- Knowledge of Caribbean and/or Indian Ocean luxury product would be an advantage.
- You must be personable and have the ability to build strong working relationships and have a friendly, approachable and professional manner with clients, suppliers and team members within the organisation.
- You must have impeccable communication skills with a willingness to go that extra mile. A self motivated and creative/proactive problem solver.
- You need to have exceptional organisational skills and attention to detail.
- You must work well in a small team environment with a hard-working, pro-active and flexible approach as well as the ability to work well under pressure.
- Ideally IT confident and competent with a good understanding of social media and copywriting skills.
- The ability to speak a second language (especially French, Spanish or Italian) would also be advantageous.

Application Process:

1. Please send your CV with a covering letter by email to Mike Kelly - mike@oxfordprivatetravel.com
2. First interviews will be conducted by telephone.
3. Second (and possibly third) interviews will be held at our offices in Witney.