

Flights Manager

Branch:	<i>Bristol</i>
Work location:	<i>Office/Hybrid</i>
Reports to:	<i>Global Head of Sales</i>

Our Values

In everything we do at Inside Travel Group, we strive to deliver a Quality and Friendly service with Integrity, Determination and Passion using our collective Knowledge. This is at the heart of the organisation, and the company looks for every individual to demonstrate this daily. Each member of the team is expected to exemplify the company values through their work and professional conduct. We expect everyone to set an example to those around them and to be conscious that they are representing the company when working with customers and partner organisations.

Our Culture

You'll be part of a fun, friendly team of employees, all of whom share a passion for our destinations, a belief in our brands and a strong collective sense of values and purpose. Our work culture is supportive, creative, and dedicated, and it's at its best when we all try to lead by example; the more you put in, the more you and the team get out, and it'll be important that you play your part.

Job Purpose

To ensure that our customers have a great flight experience with us from booking through travel and to grow flights as a profit-centre for the business.

The Role

As Flights Manager, you will be responsible for overseeing all aspects of our flights program, including negotiating contracts with our consolidators, managing relationships with airlines, and staying up to date on industry regulations and best practices.

Working with the sales and customer experience teams your goal is for customers to have a great flights experience with us which has a tangible value add.

The role sits within the Sales function and as such you will be managed by the Global Head of Sales. This is a new role within the business, and you will be responsible for a multi-million-pound annual spend.

You will be the main point of contact for airlines and flight consolidators, working with them to ensure that we are able to effectively book and ticket the routes we need, and at the most competitive rates. You will pro-actively make sure we are making best use of flights sales, deals or incentives.

You will be supporting the sales team so that they can book the best flight, cabin, and seats for their customers and making sure they have the assistance required to provide a great service and experience. This includes making sure that our sales team can advise on and support any special assistance our customers require with their flights.

You will ensure we are actively managing schedule changes and disruption. This will include having contingency planning in place to deal with flight disruptions that are known in advance (such as industrial action) or can happen at any time (such as those caused by extreme weather).

You will seek ways to make the booking experience more efficient and effective for travel consultants, including looking at how our booking system can integrate with the consolidators' systems.

You will ensure that we have robust ticketing processes in place to minimize errors which can be costly for the business and detrimental to our customer experience.

Working with the sales management team and our consolidator and airline partners you will be planning and delivering flights training to our Travel Consultants, Product teams and Customer Experience team.

You will work with the product and booking delivery teams to ensure that customer flights are coordinated with our ground services so that we can optimize connected arrangements such as airport transfers.

There is considerable scope for the development of how we contract and manage flights to the benefit of the business and our customers, and we will expect you to assess the various alternative models and propose a business plan for how we can move forward.

You will start building a team when you start the role, initially with a Flights Administrator. You will then work with management to put together a strategy and plan for flight procurement and sales that complements the overall business plan. The role cuts across both the InsideJapan and InsideAsia brands and will also play a key part in developing any future brands and destinations.

The role is initially focused on departures from the UK and Ireland as we only currently provide international flights for customers travelling from these markets. There is future development potential for leading the expansion of our flights offering to our US and Australian clients.

Who you will be working with

- Sales: you will work with Sales management to organize and deliver training and flight / airline updates and with individual Travel Consultants to assist with special requests or trouble shoot issues.
- BDT: you will work with the Booking Delivery Team to coordinate ground the delivery of ground arrangements with the delivery of flights.
- Product: You will work with the Japan and Asia product team to ensure that product is designed with flight requirements and routes in mind and to develop any product opportunities that new flight options bring.
- Marketing: to promote new flight routes and options.
- Global Sustainability Manager: to work on our carbon reduction strategy and reporting.
- Finance: to ensure that payments for flights are smooth and efficient.

Level of budgetary responsibility

You will be responsible for managing the budget of the newly created flight department which sits within the Sales function. This will include salaries of any staff within the team and travel costs.

What you will be doing

- Negotiate and manage contracts with consolidators and airlines to ensure competitive pricing and availability of flights for our clients.
- Negotiate incentives and deals for staff familiarisation and work trips.
- Stay up to date with industry developments and airline policies to ensure that our flights program remains competitive and compliant with regulations.
- Work with the sales management team in setting the selling mark-up for flights to ensure that we are competitive whilst still maintaining agreed margin levels.
- Monitor flight price changes and the competitor market on an ongoing basis, and change selling prices as necessary.
- Work closely with Product Managers on product development and flag up any new routes that give the potential for new itineraries to be developed.

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- Monitor flight bookings and cancellations or disruption such as industrial action and take appropriate action to minimize disruption to our clients' travel plans.
 - Work with travel consultants to provide travel advice and assistance to clients, including flight options, baggage allowances, and visa requirements.
 - Manage flight-related queries and issues, including flight delays, cancellations, and itinerary changes.
 - Manage flight payment systems and liaise with finance to ensure that payments and refunds are handled smoothly.
 - Manage your team, running recruitment, onboarding, and ongoing training.
 - Train and support sales staff in all aspects of quoting for and booking flights
 - Train and support Customer Experience staff in managing flight related issues during customers trips
 - Review and continually improve the efficiency of internal systems and processes.
 - Provide out of hours flights support when specific operational issues occur
 - Be a key member of the company's crisis management team and contribute to crisis planning.
 - Be actively involved in the company's sustainability agenda, including our pledge to reduce carbon emissions over the next decade.

Outputs & Deliverables

- Revenue and margin analysis
- Pricing guidelines
- Process / system guides
- Training resources
- Contingency plans for flight disruption
- Flights updates / latest news

Measurable Outcomes & KPIs

- Customer satisfaction (flights experience)
- Revenue and margin achieved from flights
- Proportion of flight inclusive business
- Value of incentives achieved
- Cost to business of flights error

What you will need

- Experience in a flights management role
- Experience including airfares, ticketing, airline contracts
- Experience of people management
- Strong negotiation and communication skills, with the ability to build and maintain relationships with airlines and other industry stakeholders.
- Excellent organizational skills, with the ability to manage multiple priorities and deadlines.
- Attention to detail and accuracy
- Communication skills for training and supporting our team
- Knowledge of airline ticketing and reservation systems.
- Experience of or training in crisis management and response

What we are looking for from you

- Great attention to detail to ensure that our flights processes are robust
- Computer literate, quick to pick up new systems and processes.
- Ability to identify areas for improvement and then lead the implementation of new systems and processes
- Commercially astute and results orientated.
- A people-person and a great communicator; fun, friendly and caring with lots of positive energy as you will be a trainer to our staff and a negotiator with our suppliers.
- Customer service focus – determination to provide the best flights experience to our customers.

Beneficial skills and experience

- Expert GDS user
- Data analytics experience / skills

Pay and Conditions

Candidates will need to have the unrestricted right to work permanently in the relevant branch country. For this position, we are unfortunately unable to sponsor visas. It is expected that most of your initial induction and onboarding will take place in the office. We are happy to consider applications for hybrid or remote working in line with our flexible working policy, subject to demonstrating task competency.

UK

Base Salary	Salary range L22 - L27 £38,782 - £44,959 pa
Hours	37.5 hours per week
Holiday	25 days annual leave, rising by one day each year to a maximum of 28 days, plus statutory holidays, plus an extra day's leave for your birthday
Health	Employee Assistance Program; Enhanced parental leave
Pension	3% employer pension contribution
Bonus	Annual discretionary performance-related bonus of up to 125% of monthly salary
Benefits	Hybrid working • Volunteering leave • Regular staff socials • Discounted travel for staff, family and friends • Discounts via Perkbox • Designated learning and development time

About Inside Travel Group

Inside Travel Group Ltd is a growing travel company whose head office is in Bristol, with other sales branches located in Broomfield, Colorado and Brisbane, Australia, and an operations branch based in Nagoya, Japan. The company consists of specialist travel brands, InsideJapan Tours which was established in 2000, and InsideAsia Tours, established in 2012 and specializing in travel to South-East Asia. The multi-award-winning company offers unique group tours, tailored travel, and cultural experiences that few get the chance to discover. Our team have had years of experience living, working and travelling in destination countries, and we offer unrivalled advice and support, whatever the customer's budget or personal interests. Our holidays grant people the chance to experience both the popular and little-known aspects of local culture, giving customers an insight into the diverse character of the country they are visiting.