

Travel Operations Assistant

Brand:	InsideJapan Tours
Branch:	Bristol, UK; Broomfield, US; Brisbane, AU; Nagoya, JP
Work location:	Office
Reports to:	Booking Delivery Manager or Team Leader in the relevant office

Our Values

You will be working with a great team of employees all with a passion for the destinations, a belief in the brands and a strong sense of collective values and purpose. Our work culture is supportive, creative and dedicated and is 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 will be important that you play your part.

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

Our Travel Operations Assistants play a key role in supporting our Travel Consultants and Travel Operations Specialists to deliver all the physical resources our clients need in the most efficient and cost-effective way possible, in doing so creating unforgettable journeys for our clients.

The Role

As a member of the Booking Delivery Team, you'll be working across a number of reservation queues to secure services as requested for our bookings. This may involve issuing transport tickets and printing vouchers, as well as liaising with routine suppliers to confirm basic requests. You'll also be providing administrative support to the sales team, sending out brochures to clients who have requested them, as well as printing, packing and posting finalized travel documents, ensuring our finished product really looks and feels the part – showcasing both our brand, our product and our service - well before our clients have even left. As the final person to encounter our client-facing documents before they reach the recipient, the timely delivery of these resources will be your responsibility, and your ability to take a systematic yet client-focused approach to your work will ensure optimum success in this role.

Who you will be working with

We are all about teamwork and working together to create meaningful and memorable trips for our clients. You'll work closely with several key business functions to carry out your role effectively and ensure we deliver on this promise:

- You will be part of, and work closely with, our global Booking Delivery Team in the UK, US, Australia and Japan, providing reservations support and processing administrative tasks as the business requires
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- You will work with the Office Manager (UK) or Booking Delivery Team Leader (AU, JP, US) to ensure you have all the required materials to print, pack and post documents accordingly.
 - You will collaborate with the Booking Delivery Team Manager and Marketing function to ensure our travel packs have a professional and polished feel, as well as uphold our brand.

On an external level, you may from time to time be communicating directly with our suppliers and partners, ensuring services and arrangements are properly secured while maintaining friendly, cooperative, and mutually beneficial working relationships at all times.

What you will be doing

- Confirm basic travel arrangements (e.g., accommodation, restaurants, activities, excursions, guides, transportation, Insiders etc) using phone, e-mail, e-Fax, and online reservation systems
- Check that booking details needed to generate client documents are correctly entered into our booking system (Axum)
- Print generic travel documents such as destination guides, dossiers and maps
- Print specific tickets such as Japan Rail Passes, IC-Cards, flight e-tickets, train tickets and service vouchers
- Pack and send final trip documents to clients
- Process brochure requests (UK/US/AU)
- Process customer feedback (UK/US/AU)
- Receptionist duties such as welcoming office visitors and distributing correspondence (JP)
- Other duties assigned by your line manager for the overall benefit of the organization

Outputs

- Services confirmed as requested or closely matched, with a minimal level of errors
- Brochures received within agreed timeframes
- Travel documents printed, packed and posted to agreed standards

What you will need

- Administrative experience gained in an order processing/order fulfilment capacity
- Task orientated, with a systematic and methodical approach to work
- Eye for detail, able to balance productivity and accuracy, to maintain quality
- High quality communication/interpersonal skills in emails, in-person and on the phone
- Proficient in MS Office (Excel, Word, Power Point, Outlook, Teams and SharePoint)
- Advanced level of English, both written and spoken (UK, US & AUS)
- Intermediate level of English, written only (JP)
- Advanced level Japanese (AUS & JP)

Beneficial skills and experience

- Experience of travelling to, living and/or working in Japan
- Experience working in the travel industry

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 the majority 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	£21,473 - £22,780 per year
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 bonus related to company and individual performance 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 • Employee Assistance Programme • Designated learning and development time

US

Salary	\$35,841 - \$39,165 per year
Hours	37.5 hours per week
Holiday	20 days annual PTO, plus 13 public holidays, plus an extra days' leave for your birthday
Health	100% Medical, Dental and Vision Insurance Premiums Covered for Employee Healthcare and Dependent Care Flexible Spending Accounts
Retirement	401(k) – up to 3.5% company match
Bonus	Annual discretionary bonus related to company and individual performance 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

AUS

Salary	\$46,229 - \$49,045 per year
Hours	38 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; Personal & Sick leave entitlements; Covid-19 Vaccination side effects paid leave (1 day); Company paid parental leave – 1 week (in addition to any statutory entitlements)
Superannuation	10.5% p.a. rising to 11% in July 2023
Bonus	Annual discretionary bonus related to company and individual performance 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

JP	
Salary	JPY3,110,800 – JPY 3,399,255 per year
Hours	37.5hours per week
Holiday	23 days annually plus national holidays and an extra days' leave for your birthday
Health	The Company has enrolled you in the Japanese Health Insurance, Employee' Pension Scheme and Employment Insurance, for which you and the Company share the premiums; You are also covered by Labour Accident Compensation Insurance, for which the Company bears the premium; Annual Health Check
Bonus	Annual discretionary bonus related to company and individual performance 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 specialising 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 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.
