

Travel Operations Team Leader

Branch:	Bristol, UK; Broomfield, US; Brisbane, AU; Nagoya, JP
Work location:	Office
Reports to:	Travel Operations Manager / Head of Travel Operations

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

The Travel Operations Team Leader is accountable for the performance of Travel Operations Specialists and Travel Operations Assistants, ensuring Sales and Operations work seamlessly at both global and local level to facilitate the accurate and efficient delivery of self-guided and group tour bookings for our clients.

The Role

As a Travel Operations Team Leader, you will be responsible for the operational management of the local Travel Operations team, working closely with the Travel Operations Manager and Sales Team Leaders to ensure all arrangements for both self-guided and group tour bookings are requested and confirmed, with documents generated and delivered accurately and efficiently.

You will also be responsible for the day-to-day leadership of your team, monitoring capacity as well as identifying development needs and knowledge gaps to optimise the team's performance. Collaborating with global colleagues, you'll review policies and processes as well as design and deliver training to ensure the continual development and improved productivity of the wider Travel Operations team.

Who you will be working with

As a Travel Operations Team Leader, you will collaborate closely with colleagues in all offices to ensure a seamless global service delivery.

- You will manage a local team of Travel Operations Specialists and Travel Operations Assistants, monitoring capacity, building capability and providing advice, guidance and coaching where required.
- You will work closely with global Travel Operations Managers and fellow Travel Operations Team Leaders to manage global team capacity and define the best combined approach to build capability across the team globally.
- You will communicate with the Sales Management team to resolve any ad hoc sales and/or booking delivery issues so the function can fulfil its accountabilities to the Sales team.
- You will work with our Product function to ensure that our supplier database is up to date, with accurate booking information and reservation details.
- You will work with our Insiders to ensure they have all the information and details required to operate group tours and guided experiences on the ground.
- You will be expected to lead by example in communicating with our suppliers and partners, managing these relationships in a friendly and positive manner.

Level of budgetary responsibility

You will be given a designated amount to spend on team building, social events and other morale-building activities for your team as you see fit.

What you will be doing

Team Leadership

- Provide daily managerial direction and support to your team, assisting with time management and task prioritisation in busy periods.
- Coach and guide team members to satisfactorily resolve issues themselves, whilst also assisting with escalated cases as required.
- Conduct weekly catch ups and biannual appraisals with team members, utilising the full range of managerial approaches to optimise performance and enhance development.
- Identify and resolve capacity challenges, proactively monitoring and managing workloads effectively to deliver timely output, particularly over our peak departure seasons.
- Identify and resolve any training needs, ensuring all training delivered is implemented and embedded.
- Participate in the recruitment, induction, and training of new starters, supporting the process as/when required.

Operational Management

- Monitor the Travel Operations inbox(es) and our Tour Operating System (Axum), assigning work among the team, to ensure tasks are completed quickly and effectively.
- Oversee the preparation, checking and dispatching of Info-Packs and other client facing documents.
- Oversee the preparation and delivery of Tour Leader documents such as cash sheets and passenger manifests.
- Proactively seek ways to refine current practice, collaborating with global Travel Operations team to ensure systems, process and procedures are working effectively and globally aligned.
- Liaise with ITT to report and resolve day to day issues and contributing to system improvements.

Project Support

- Lead and/or support the design and delivery of projects on an ad-hoc or annual basis, e.g. System Improvement Project, annual room allocation for group tours, etc.

Outputs

- Operational process and procedure documents
- Training materials for new starters
- Appraisal documents and PDPs
- Team workload tracker
- Project-related reports and spreadsheets

Measurable Outcomes & KPIs

You will work with the Head of Travel Operations and Travel Operations Manager to create clear and objective metrics to evaluate your and your team's performance. These will be focussed on achieving the following outcomes:

- Quantity of IPs generated (team)
- Quantity of services booked (team)
- Quality of IPs generated (team – i.e., lack of errors)
- Quality of services booked (team – i.e., lack of errors)
- Timeliness of document delivery (team)
- Timeliness of booking requests fulfilled (team)
- Timeliness of SGT schedule delivery and confirmation of final arrangements
- Successful internal (sales team feedback) and external (supplier feedback) relationships

What you will need

- Passion for Japan/Asia as a travel destination and desire to help others discover the country.

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- Previous experience in an operations environment.
 - Previous experience in process improvement.
 - Previous involvement in implementing training and development initiatives.
 - Well-developed problem-solving skills, able to use initiative with confidence.
 - High quality communication/interpersonal skills in emails, in-person and on the phone.
 - Highly motivated, well-organized with ability to handle a volume of simultaneous tasks.
 - Proficiency in MS Office (Excel, Word, PowerPoint, Outlook, Teams and SharePoint).
 - Advance level English language skill.
 - Advance level Japanese Language skill (JP only).

What we are looking for from you

You will be someone who takes pride in their systematic and process-orientated approach to work, able to identify potential issues and before they arise and put measures in place to ensure things run as smoothly as possible. A spinner of many plates, your inquisitive nature and analytical mindset ensures you can balance the needs of your team against the needs of the business, using your calmness and professionalism to lead your team and build strong, reliable and trustworthy working relationships with those around you. The ability to adopt a collaborative ethos and instil a culture of continuous improvement are attributes which will ensure your team – both local and global - is primed for success.

Beneficial skills and experience

- Experience of living and/or working in Japan, or one of our IAT destinations
- Previous management/leadership experience
- Project management experience

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. Subject to demonstrating task competency, we're happy to consider applications for hybrid or remote working in line with our flexible working policy. However, please be aware that for operational reasons, this is likely to be considered an office-based role, especially during peak seasons of travel.

For Travel Operations Team Leaders in Japan, some Saturday work (on a rota basis) will be required with additional pay and time off in lieu to compensate.

UK

Base Salary	From £30,615 to £33,454 per year (L14 to L17)
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

US

Salary	\$53,150 - \$58,079 per year
Hours	37.5 hours per week
Holiday	20 days annual PTO + 13 public holidays + an extra day's 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 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

AUS

Salary	From \$57,413 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 (addition to any statutory entitlements)
Superannuation	10.5% p.a.
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

JP

Salary	From JPY5,090,771 per year
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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. Also you are covered by Labour Accident Compensation Insurance, for which the Company bears the premium; Annual Health Check
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 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.