



## Operations Executive

To ensure the smooth operations of our groups by creating a well-planned timed itinerary and book all the relevant services and entrances, special attractions.

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**Job Title:** Operations Executive  
**Reporting to:** Operations Manager

**Department:** Operations

**Primary Location:** Palma, Edinburgh or London

## About Us

We help travel businesses grow through destination expertise. Working with international clients in the travel trade, we develop new touring programmes, improve existing ones or boost turnover by providing accommodation, attraction entrances, catering, guiding and transportation in our destinations at a leading rate. JacTravel was established in 1975 so are long term specialists in England, Scotland, Wales and the island of Ireland but have now expanded into France and other key destinations in mainland Europe.

## Our Culture

We have passionate travel experts based in our offices in Edinburgh, Dublin, London, Palma (Mallorca) and Cluj (Romania) but also working remotely throughout the world. We're very proud of our diverse team. Since 2017, JacTravel DMC has been part of WebBeds, one of the world's leading providers of accommodation distribution services to the travel industry, and so there are more than 50 different languages spoken throughout the entire company.

Working at JacTravel means mixing with colleagues and clients throughout the world, coming into close contact with the best travel experiences that our destinations have to offer and playing a vital part in the future of inbound tourism. We think our working culture reflects this – in the offices we are smart casual, hybrid working models are encouraged to suit each individual

employee and we make an effort to fit our work around people's home lives. Achieving a fair work-life balance is in our nature.

## Job Purpose

Provide excellent customer service to our clients. To collaborate closely with colleagues in other department to develop and grow the business from specific incoming markets for Groups.

## Key Responsibilities

To achieve successful and profitable operation of all groups managed.

To understand the needs of the clients and the market in which the department is operating, obtaining this information through in-house sources, senior staff and sales and Key account teams.

To collaborate closely with colleagues in Sales and Key Account to ensure growth in this area and oversee the client relation.

## About You

### Essential

**Qualifications & Knowledge:** A solid working knowledge of Microsoft Word, Excel, Outlook and the internet. Fluency in English and another European language.

**Experience, Skills and Behavioural Requirements:** Exceptional customer service and results driven. Highly accurate with an excellent attention to detail. Well-developed English written and verbal communication skills. Ability to make decisions and to work on own initiative and in a team. Excellent organisational skills.

### Desirable

**Experience, Skills, and Behavioural Requirements:** Previous experience of working in DMC - Groups Business. Comprehensive industry knowledge

## What we can offer you



Flexible hours



Hybrid working



Travel benefits



Birthday day off



Up to 25 days annual leave (excluding bank holidays)



Learning and development opportunities



Health and wellbeing support including enhanced parental leave and Employee Assistance Programme



Family and Friends discounts on Hotel and Flight bookings



Long service awards



Company-funded staff social events



Pension scheme