POSISION: Italian speaking Customer Service / Travel Advisor
SALARY: £18,000 - £24,000 dependent upon experience
 plus a bonus scheme based on Company Net Profit

THE COMPANY
At Rayburn Tours, inspiring young minds and creating unforgettable experiences is at the heart
of what we do.

Group travel specialists since 1965, we are an independent, family-run business based in Derby. Our ever-growing team of over 100 employees is dedicated to creating tailor-made, international trips for over 23,000 passengers each year. Specialising in educational trips, ski trips and sports tours for schools, as well as concert tours for all types of youth and adult ensembles, we aim to inspire our groups to seek adventure, embrace other cultures and learn new skills.

Our sister company, Venture Abroad, offers activity holidays for uniformed youth groups (such as Guides and Scouts) and works closely with the Trefoil Guild to provide an event management service for their Annual Meeting.

We organise a comprehensive package which is comprised of travel arrangements, accommodation, excursions, full itinerary planning and insurance, as well as a multitude of tour-specific extras including organising venues and publicity for concert tours, fixtures for sports tours and study handbooks (linked to the National Curriculum) across a wide variety of subjects for educational tours.

THE POSITION
We have an exciting opportunity for an Italian speaking Tour Co-ordinator to join our Educational Tours Department. The role is ideally suited to those with exceptional attention to detail due to the bias towards administration and process-driven responsibilities.

Key Responsibilities:
After initial training, the successful candidate will be responsible for organising educational tours to a variety of destinations. The main duties include:

- Liaising with clients via telephone, e-mail or in person to advise them of the best solutions to their tour requirements
- Compiling itineraries
- Booking flights, accommodation, fixtures and excursions
- Liaising with suppliers
- Carrying out occasional visits/presentations to the Party Leader and/or group; these may include face-to-face meetings and parents’ evenings.
- Undertaking destination and accommodation inspections where appropriate
- Assisting in product development if required
- Occasionally accompanying groups on tour

Clients are located throughout the UK and flexibility will be required from the successful candidate as visits may take place during evenings or at weekends.

There are fluctuations to the pattern of tours that we sell and operate and, consequently, there will be peak periods throughout the year when additional hours may need to be worked in order to complete the workload. We also operate an out-of-hours emergency telephone which is covered by staff on a rotational basis during the periods that our groups are on tour. All Tour
Co-ordinators take part in the Emergency Phone Rota, however, you are not be expected to have responsibility of this until full training has been completed.

There will be opportunities to travel to the destinations that we offer through inspection visits and familiarisation trips as well as accompanying groups as a tour manager or observer.

It is a full-time position (37.5 hours per week, Monday – Friday) based at our Head Office in Derby. The Company operates a Flexible Working Programme for all full-time staff which enables a choice of one of 4 bands to work per week. The bands are:

- Band A 08.00 – 16.30hrs
- Band B 08.30 – 17.00hrs
- Band C 09.00 – 17.30hrs
- Band D 09.30 – 18.00hrs

The start date is immediate and is therefore dependent upon the successful candidate’s notice period.

**KNOWLEDGE & EXPERIENCE**

**Essential Skills & Experience**
- Fluency in Italian
- Excellent organisational skills and exceptional attention to detail
- Excellent interpersonal skills
- Financial and commercial awareness

**Beneficial Skills & Experience:**
- Event planning / project management experience
- Knowledge of the travel industry
- An interest in travel
- Fluency in a second foreign language – French, Spanish, German or Dutch
- A driving licence

**BENEFITS**
- A basic salary of £18,000 - £24,000 (dependent upon experience)
- A bonus scheme based on Company Net Profit
- 24 days holiday per year (increasing with length of service to a maximum of 27 days) in addition to all public holidays
- Contributory pension scheme
- Cycle to Work and Healthcare Cashback schemes
- Flexible Working Programme

**HOW TO APPLY**

Please post or email a copy of your CV along with a covering letter stating:

- Your current role and salary
- Where you saw this vacancy advertised
- Why you are a suitable candidate for this position

Applications should be addressed to Katie Boyden and posted to:

Joint Managing Director
Rayburn Tours Ltd
Rayburn House
37 Brunel Parkway
Pride Park
Derby
DE24 8HR

or sent by email to recruitment@rayburntours.com

Closing date: 17th February 2020