



Operations Manager (Ski & Sports Tours)

Salary:	£38,000 - £50,000 dependent upon experience plus bonus scheme
Hours:	Full-time (37.5 hours per week)
Location:	Option for hybrid-working with a minimum of 3 days per week at our Head Office in Derby

The Role

We have an exciting opportunity for an Operations Manager to join us and play a significant leadership role within our vibrant and forward-thinking company. The successful candidate will lead our Operations team and be responsible for ensuring the successful delivery of our ski & sports tours whilst maintaining exceptional levels of customer service, operational efficiency and profitability.

We're looking for someone who is highly organised, people-focused and commercially aware, with a proven ability to lead and develop teams. Working closely with the Head of Operations, Operations & Customer Relations Director and other senior managers, you will drive operational excellence whilst supporting the continued growth and success of the business.

You will oversee the day-to-day activities of the Ski & Sport Operations department, ensuring tours are delivered efficiently, client expectations are exceeded and team members are supported to perform at their best. You will also contribute towards business planning, financial performance, product development and continuous improvement initiatives across the company.

Other key duties include:

- Managing and developing the Operations team.
- Monitoring tour progress and ensuring operational systems are maintained accurately.
- Supporting tour profitability through effective cost management and commercial decision-making.
- Conducting regular performance reviews and one-to-one meetings with staff.
- Assisting with budgeting, forecasting and departmental financial management.
- Supporting complaint resolution and customer service standards.
- Contributing to new product development and business improvement initiatives.
- Working collaboratively with Sales, Product, Finance and Customer Relations teams to ensure the successful delivery of tours

The Person We're Looking For

This is an excellent opportunity for an experienced manager who enjoys leading people, improving processes and delivering exceptional customer service. You will be confident managing multiple priorities, motivating a team and making informed commercial decisions.

Strong organisational and communication skills are essential, together with the ability to build positive relationships with colleagues, clients and suppliers. You will be comfortable working in a fast-paced environment and take pride in maintaining high standards across all areas of responsibility.

We are proud of the expertise within our team and will fully support you in developing your leadership skills, industry knowledge and professional confidence throughout your employment with us.

This is a fantastic opportunity for someone who is passionate about travel, leadership and delivering outstanding customer experiences. Our business has ambitious plans for the future, and we are looking for an individual who is excited about helping to shape and support that growth.

Requirements

Key skills and experience

- Previous experience managing and developing a team.
- Excellent communication and interpersonal skills.
- Strong organisational and time management skills.
- Commercial awareness and financial understanding.
- The ability to motivate, coach and support others.
- Excellent customer service skills.
- Strong IT skills and attention to detail.
- The ability to manage multiple priorities and deadlines.
- Full driving licence.

Beneficial skills and experience

- Experience within the group travel industry.
- Ski and / or sports tour operations experience.
- Previous budgeting and financial management responsibility.
- Experience of delivering presentations and client visits.
- Health and Safety or Safety Management System experience.

Benefits

- Competitive salary plus bonus scheme.
- 24 days holiday per year (increasing with length of service to a maximum of 27 days) in addition to all public holidays.
- Contributory workplace pension.
- Healthcare cashback scheme.
- Cycle to Work scheme.
- Flexible hybrid-working programme.
- Ongoing training and career development opportunities.

How to apply

Feeling excited about the role and want to apply? We can't wait to hear from you!

Please send us your CV with a great covering letter introducing yourself and detailing:

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

Please email your application to recruitment@rayburntours.com

