



**Exceptional tours,
expertly delivered**

WST Travel Ltd, Chiltern House,
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Support Services Assistant WST Travel Ltd
Salary £16,000

About Next Generation/ WST Travel Ltd

Our vision is to be the most profitable privately owned educational travel group by 2019 by offering an extensive worldwide portfolio of tours delivered from the very best customer experience from beginning to end.

Our mission is to deliver exceptional levels of tailor-made service to schools with highly skilled and trained staff members who shall earn a reputation for being the best operators in the market.

About Next Generation / WST's Values and Behaviours

The successful candidate will be expected to behave in a manner equal to the position. This role requires flexibility of hours, passion for service delivery, energy application and vision as required by the business. This role may also require the post holder to stay away from home on occasion.

WST's behaviours are to be focused on our Customers, to listen actively, to work as a team, to empower others and to show empathy.

WST's Values are that we will demonstrate:

Trustworthiness- we are open and honest with our customers and colleagues and treat them with warmth, trust and respect.

Passion - we are proud of our company, what our mission is and celebrate our achievements as a team.

Flexibility – we will work with our customers to tailor make tours at their request, pace and expected standards.

Dynamic – Positively drives solutions, is a forward thinker and open to change.

Professionalism - by consistently delivering excellence and innovation our professionalism will shine through - the WST Difference.

All of the above behaviours will be supported by our experienced senior management team and continual learning practices.

Being part of WST's team means that you will benefit from an annually reviewed salary, regular training & development opportunities and working within an exciting, energetic and innovative culture where reward and recognition are aligned with our success from working together.

About The Role

Title: **Support Services Assistant**

Reporting to: Office Supervisor

Location: Bispham, Blackpool

The main focus of this role is to deliver exceptional customer service both internally, by supporting the team and also externally to clients.

You will liaise with both external suppliers and internal clients, to help support the successful arrangements of the tour. You will be responsible for fully representing the companies' service ethic at all times and working within our expected framework of values and behaviours.

About The Role

Main Duties

Sales Admin

- Creation of all Sales documentation and supporting literature accurately and to a high standard and within turnaround times.
- Source and manage hotel options with suppliers accurately and effectively ensuring you request key suppliers in the first instance in line with company strategy.
- Source and manage theatre tickets with suppliers accurately and effectively and within costs
- Send the hotel option list out to teams and effectively manage all expiring options with the team.
- Populate our bespoke operating system with all data requirements

Transport

Low Cost Flights

- Confirming name change fees and amending with the airline.
- Advising the Sales/Operations teams of any upcoming passenger name deadlines.
- Entering and submitting air passenger information (API) into the airline reservation.
- Final check and print boarding passes.

Scheduled Flights

- Confirming name change fees and amending with the airline.
- Advising the Sales/Operations teams of any upcoming passenger name deadlines.
- Entering and submitting air passenger information (API) into the airline reservation
- Final check and print e-tickets.

Airport Meet & Greet

- Send through monthly the groups requiring Airport Assistance to Airport Agencies.
- Send through the group details to Airport Agencies one week prior to the groups departure.

Coach

- Chase the coach booking confirmation from the coach operator.
- Ensure all request/booking documents are saved in the tour file.

Rail and Eurostar

- Advising the Sales /Ops teams of any expiring rail and Eurostar options.

Additional Duties

- General administration tasks across all areas of the business to support our business needs as required. After an appropriate qualifying period, you will be required to assist with 24-hour duty officer responsibilities several times each year. This requires you to be available during out-of-office hours in order for you to be able to take calls from clients. Full training will be provided.

About The Individual

Individual - Essential Skills Required

- Full understanding of delivering exceptional internal and external customer service
- Ability to resolve problems, work under pressure and meet deadlines
- Ability to work under own initiative, and essentially as part of a wider team
- Good Knowledge of Microsoft packages
- Ability to follow procedures and willingness to enhance them
- Ability to demonstrate keenness to learn
- Good attention to detail
- Strong time management skills and ability to prioritise workload and be highly organised
- Excellent verbal and written communication skills and accurate written and spoken English
- Adaptable and flexible

Individual - Useful Skills

- Knowledge of the Travel Market
- Knowledge of a foreign language French/German/Other beneficial but not essential
- Worldwide destination knowledge in particular Europe.
- Sound knowledge of UK geography

Individual – Essential Personal Attributes

- Self motivated, positive and professional
- Real passion for exceptional service delivery
- Ability to work independently inside a team environment
- Desire to support the development of the business and others
- Flexible, adaptable and positive approach to work
- To be of smart appearance and present a good image.

About the Conditions and Benefits

Working Monday to Friday 09:00 hrs to 17:00 hrs with a 30-minute lunch break. We can consider flexible hours between 08:00 -17:30 hrs.

In addition to a basic salary you will benefit from a team incentive scheme and % pension contribution.

Annual leave entitlement will be 25 days per annum (pro-rata) and un-paid leave can be requested and is subject to approval.

Flexible working hour requests can also be considered around term time.

WST Travel Ltd is part of Next Generation Travel Limited.