

Job Title:	Flights Manager	Team:	CST
Reports to:	Head of Customer Services	Reporting in:	Flight Sales Consultants Senior Flight Support Consultant Air Operations Manager

Explore

Explore is on a mission to regain its position as the leading small group adventure tour operator in the world. With 40 years' experience in operating unforgettable tours in all seven continents, we're huge believers that travel should be a force for good in the world. Sustainability has always been at the heart of what we do, as has the ethos of continual improvement. A trusted brand - Which recommended and a Feefo Gold Service Award holder - Explore prides itself on doing the right thing – by its staff, its customers, and the planet. Every member of the Explore team actively contributes to the company's success. There is a flexible and open working culture in which the entire team works together, striving for excellence, in a dynamic business environment.

Role Summary and Job Purpose:

As Flights Manager you are responsible for leading and motivating a team of Sales and Support Consultants to enable the sales team to maximise flight inclusive sales and ensure exceptional customer service delivery. As a hands-on manager with excellent communication skills, you have the ability to develop a team in an environment that embraces change and cultivates service excellence. Reporting to the Head of Customer Services and a part of the Customer Service Teams' leadership group, you will be responsible for the day to day management and operations of the flights function within the team.

Key Responsibilities:

- Responsibility for team's performance including productivity, flight sales and KPIs
- Provide daily leadership to direct reports
- Ensure that the Customer Service Consultants are supported with GDS queries and flight issues
- Oversee the airline ticketing functions and flight processes in a hands-on capacity
- Understanding development needs and provide coaching, training and support to team members with regular 121s
- Create a fun, high energy environment with a positive team culture where Flight sales can be maximized
- Constantly review workflow and processes to ensure exceptional customer service delivery
- Recommend optimal market pricing in line with product quality and customer requirement to enable our Sales team to maximise flight inclusive conversion
- Review flight inclusive ratios in terms of product type, month, regions and airports
- Provide guidance for the business on optimising margin for flight sales
- Ensure minimal risk on all tickets issues and ensure recovery of all air revenue refunds due
- Develop a good working relationship with our outsourcing company
- Ensure the team are engaged with Explore's values and culture
- Ensure the product team are aware of new routes and fares

- In conjunction with the Head of Customer Service, be accountable for effective staff rota-ing, holiday cover and absence management
- Assist with recruitment, training and development of staff within the allocated team
- Proactively suggest solutions to improve existing processes and procedures that improve the overall customer journey
- Distribute workload within team to ensure all designated tasks are completed
- Work closely with the Head of Customer Service for strategic planning of the overall team
- Ensure your team operates in accordance with Company policies and procedures
- To embody the company values and lead by example

Benefits

Work life balance is important to us at Explore and so we are open to discussion on working hours. The role is full time 37.5 hours per week.

You will start with 25 days holiday a year – this rises to 30 days after 5 years with the company. There is the option to ‘buy’ additional holiday leave.

Pension scheme and life assurance.

A generous holiday discount scheme on holidays across the Hotelplan range. Everything from adventure tours to ski holidays.

A healthcare cashback scheme that allows you to claim back money on a number of healthcare costs – including dental treatments and optician costs.

A bar and games room at HQ.

We subscribe to the ‘Cycle to Work’ scheme.

Employment Assistance Programme – a 24/7 helpline offering practical and emotional support for a whole range of issues.

The small print

This Position Description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements, and you will also be expected to undertake such tasks as are reasonable and relevant to the scope of the post. Job descriptions will be regularly reviewed to ensure they are an accurate representation of your role.

Skills and Experience:

	<i>Essential</i>	<i>Desirable</i>
Prior experience in Aviation	✓	
Excellent GDS / Galileo experience	✓	
Ability to multi-task through effective planning, prioritising and organising of workload across the team	✓	
Strong communication skills and experience in working with other departments to deliver team objectives	✓	
Experience in identifying areas for improvement and presenting to a Head of Team for approval and implementation planning		
Energetic, enthusiastic with a high level of responsiveness to daily customer service levels	✓	
Be able to identify training needs and deliver coaching and training to develop staff and resolve development gaps	✓	
Experience of using Travel Studio		✓
Proficient in the use of Microsoft Office Suite	✓	
Travel experience, preferably to Explore destinations		✓
Experience of working with 3 rd party suppliers or partners ie airlines		✓
Empowering by nature and upholds our company values	✓	

Explore reserves the right to vary your tasks, duties and responsibilities at any time and from time to time according to the needs of the Company's business. However, you will not be assigned to duties or required to perform services which you cannot reasonably perform or which are outside the range of your normal skills and experience. There will also be times when you may be asked to transfer, either temporarily or permanently, to an alternative job within the Company. Where this is agreed with you, either on a temporary or a permanent basis, it will be confirmed to you in writing.

Date of Description: March 2022