



# TRAVEL PLACES

(Travel Places, in association with American Express Global Business Travel)

Travel Places (WS) Ltd, Podium House, 61 Chapel Road, Worthing, West Sussex, BN11 1HR

T: +44 (0)1903 832888 | [www.travelplaces.co.uk](http://www.travelplaces.co.uk)

## JOB DESCRIPTION

<b>JOB TITLE</b>	Senior Travel Consultant - Flights
<b>REPORTS TO</b>	Head of Event Flights
<b>LOCATION</b>	Travel Places, Podium House, 61 Chapel Road, Worthing, West Sussex BN11 1HR

### OBJECTIVE

To maintain excellent customer service and keep up-to-date with the technical and product knowledge required to do the job. Senior Travel Consultants (STC) will be required to respond quickly and accurately to client enquiries and be able to work flexibly and cope well under pressure. The roles and responsibilities listed below are over and above those of a travel Consultant.

### OVERVIEW OF MAIN DUTIES AND RESPONSIBILITIES

1. Work as part of a team to build and maintaining excellent relationships both internally & externally.
2. Experience of working on complex and detailed events, maintaining communication with clients working on their budgets and managing deadlines.
3. An ability and willingness to solve problems by offering creative solutions or new working procedures presenting these to management in a professional and concise manner.
4. Ensuring concise and accurate pricing issuing tickets/documents within the correct timeframe. This will also include an in-depth knowledge of fares, re-issuing and refunding.
5. Accurate logging of all bookings on the relevant platform, Sabre, Smartsheet, Excel.
6. Effectively able to support dept. managers and able to assist and mentor colleagues.
7. Support the team with questions on airline systems, knowing where to look for key information and guidance on other parts of the business to colleagues.
8. Lead by example in establishing and maintaining best-practice standards for Event Consultants, including office professionalism and on-site etiquette.
9. An understanding and willingness to be available outside normal working hours to assist clients and Directors.
10. Have a desire for continual learning and staying up to date with new procedures, product knowledge and technologies within the travel industry.
11. Being proactive within the department and meetings highlighting to colleagues' relevant information both within our industry and those of our clients.
12. Communicate effectively with a wide variety of people and be committed to equality and diversity within the organisation.
13. Comply with the sustainability policy and the procedures as they relate to your job.
14. Maintaining communications with client with the use of the relevant email inbox and allocation of workload within your team.

### GENERAL

The list of duties is not a complete list & employees may be asked to undertake other duties in the company from time to time. At all times employees must conduct themselves & carry out duties in a manner which supports the company objectives.

Staff should recognize that the job description reflects core activities of a position at a particular time & that as the company & individual develops there will inevitably be changes in the emphasis of the duties of the position. The company expects that all staff will recognise this & adopt a flexible approach to work & these duties. Staffs are expected to work the hours necessary for the proper performance of the position & that of the company.





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## PERSON SPECIFICATION

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<b>EXPERIENCE &amp; QUALIFICATIONS</b>	<ol style="list-style-type: none"><li>1. The ability to recalculate &amp; reissue tickets &amp; refunds accurately</li><li>2. An understanding of a variety of complex fares including RTW.</li><li>3. The ability to fare build &amp; issue tickets.</li><li>4. Proven experience of using Microsoft, the database &amp; and understanding of the accounts system.</li><li>5. Working with other Senior events team to understanding of the preparation &amp; execution of international tours and events with multi stop itineraries and large travelling parties.</li></ol>
<b>SKILLS, ABILITIES &amp; PERSONAL ATTRIBUTES</b>	<ol style="list-style-type: none"><li>1. The ability to compose written correspondence to a high standard &amp; in line with Travel Places' policies &amp; values.</li><li>2. Excellent communication skills &amp; telephone manner, with the ability to resolve issues appropriately.</li><li>3. A high level of personal &amp; professional commitment, with a flexible approach &amp; an ability to work using own initiative to tight deadlines &amp; to meet the needs of the business.</li><li>4. An understanding &amp; willingness to be available outside normal working hours to assist client &amp; Directors.</li><li>5. The ability to build effective relationships throughout the organization to inspire trust &amp; confidence.</li><li>6. The ability to take charge &amp; manage the team &amp; assist them in prioritizing their tasks in the absence of the department Manager.</li><li>7. To be able to lead by example in all areas of the business supporting company culture, values &amp; sustainability goals</li><li>8. Able to support colleagues with training, coaching &amp; mentoring as required.</li><li>9. Able to manage existing customer relationships &amp; exceeding expectation.</li><li>10. Collaborate across the business to identify new clients &amp; offer suggestions on how to improve policies &amp; procedures.</li><li>11. Highly motivated &amp; able to manage own workload with an ability to influence &amp; inspire others.</li><li>12. Have a desire for continual learning &amp; staying up to date with new procedures, product knowledge &amp; technologies.</li><li>13. Adopting early to changes that Management feel will benefit the efficiency of the business.</li></ol>

**Closing Date: Friday 26 June 2026**

**Base location:** Worthing, West Sussex. We offer hybrid working patterns but all candidates must be available to work from our offices in Worthing, West Sussex. **Please only apply if you are eligible to work in the UK**

**If you are interested in this role, please email your CV to: [beckyt@travelplaces.co.uk](mailto:beckyt@travelplaces.co.uk).**

