

Job Description

Documentation Executive

Why Turquoise?

The Turquoise Holiday Company is an award-winning tour operator specialising in bespoke honeymoons, family holidays, and tailor-made, once-in-a-lifetime journeys. We craft unforgettable experiences across East and Southern Africa, the Indian Ocean, Sri Lanka, Asia, Australia, New Zealand, Canada, the South Pacific, the Middle East, the Mediterranean, and the Caribbean.

Since 2002, we've built a reputation for designing holidays that feel deeply personal, beautifully seamless and genuinely unforgettable. We believe luxury is not about labels, but about how a place makes you feel: the space to breathe, the privacy to switch off, and the thoughtful touches that turn a holiday you liked into one you loved.

We work with the very best guides, hosts and hotel partners across the world, and our team hand-picks properties that celebrate the culture, gastronomy, architecture, nature and spirit of each destination. It's this mix of expertise, creativity and care that defines the Turquoise experience

We're proud to have been named:

- **Best Tour Operator in the World** – Condé Nast Traveler Readers' Choice Awards 2025
- One of **The Sunday Times Best Places to Work 2025**

Join our team

We are excited to be recruiting a Documentation Executive to join our dynamic, fun and growing travel company. We are extremely proud to be one of the only family-owned and run operators of our size in the UK, and we are forecasting significant growth over the next few years.

We strive to offer a friendly and inspirational workplace, with ongoing training, continual development, a strong social committee and the opportunity to build a successful career within the travel industry.

Overview of the role

This is a full-time role, ideally based in our Beaconsfield office, reporting directly to the Head of Operations.

Key responsibilities will include ownership of all final documentation for our clients, including the following tasks:

- Cross-check all final travel arrangements to ensure everything runs smoothly
- Generate airline e-tickets
- Construct pre-departure letters

- Upload final documentation to our wonderful Turquoise app
- Print and package documentation when required
- Send pre-departure gifts by post
- Keep the monthly departures list up to date
- Dispatch tickets and booking documentation

The role will also involve assisting the Reservations Manager with booking authorisation when needed, as well as being part of the continued implementation of new systems and technologies to streamline our operations and documentation processes.

Core Competencies Required

- A natural affinity with the Turquoise brand and a passion for travel
- Administration and operations experience preferred, but not essential
- Knowledge of airline GDS preferred, but not essential
- Outstanding attention to detail and presentation skills
- Excellent organisational and communication skills
- Smart, professional and passionate disposition
- Hands on approach and a willingness to learn new skills
- Working knowledge of Microsoft Office

Remuneration

- Salary dependent on experience
- Continual training and development
- 28 days annual leave inclusive of bank holidays (rising with length of service)
- Additional day off for your birthday
- Company pension scheme

Where are we based?

Turquoise HQ is based in a converted barn in leafy Old Beaconsfield, Buckinghamshire. Public transport links are good, but a car offers the best means of travelling to and from work unless commuting from London. We also have a beach house-inspired office on the Northcote Road in Battersea, London. This role is full-time and ideally based in Beaconsfield. However, exceptional candidates will be considered if located in London. Training will take place in Beaconsfield.

Conditions of Employment

- The receipt of satisfactory references prior to the start date
- The completion of an initial three-month probationary period
- Contractually able to commence employment within 1-2 months
- All applicants should be able to accept legal employment in the UK

How to Apply

Please send your CV and covering letter to our Office Manager, Jacqui Laing:
jacqui.laing@turquoiseholidays.co.uk

Thank you for your interest in joining Turquoise. If this sounds like the role for you, we'd love to hear from you.