

Turquoise

The Turquoise Holiday Company

Job Description

Concierge & Administration Assistant



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Your thoughts and opinions matter to us, please let us know what you think.

01494 678400



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Why Turquoise

The Turquoise Holiday Company is an award-winning tour operator specialising in bespoke, long-haul honeymoons, family holidays and tailor-made, once-in-lifetime journeys to 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. Established in 2002, we have over 20 years of experience in creating unique and authentic experiences for our clients. Our aim is to put the excitement and romance back into the travel experience and our luxury is about space, privacy, passion and style. Our partners throughout the world are the very best guides and hosts, whose engaging enthusiasm and genuine hospitality are all part of the Turquoise experience. Our team of experts hand-pick properties which celebrate the culture, gastronomy, architecture, nature and spirit of their locations.

Join our team

We are excited to be recruiting a Concierge & Administration Assistant 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 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 further successful careers within the travel industry.

Overview of the role

This is a full-time role based primarily in our London office in SW11, with our Beaconsfield office considered for exceptional candidates. The role reports directly to the Guest Experience Manager and Head of Operations.

Key responsibilities will include;

- Providing a top tier concierge service to our clients.
- Communicating preferences and finer details with suppliers.
- Checking customer and supplier invoicing.
- Managing client payments.
- Delivering exceptional customer services at all points of the booking to boarding journey.
- Managing the email content and information sent to clients who book experiences.
- Assisting with the operation of our Gift List service.
- Assist with pre-departure gifts sent by post.
- Keeping the monthly departures list up to date.
- Creating personalised apps for each booking.
- Sending countdown checklists for each booking.
- Assisting with background administration within the team.

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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.
- Enhanced maternity leave scheme after two years' service

Where are we based?

Turquoise HQ is based in a converted barn in leafy Old Beaconsfield, Buckinghamshire, and our London location is in our beach house inspired office on the Northcote Road in Battersea.

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 Guest Experience Manager, Bella Roche – bella.roche@turquoiseholidays.co.uk and our Head of Operations, Emilie Mariaux – emilie.mariaux@turquoiseholidays.co.uk

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