



Abbey The Destination Experts

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Website: <https://www.abbey.ie/>

THE COMPANY

The Abbey Group is a long established and fast-growing Destination Management Company dedicated to selling the destinations of the UK and Ireland to the International travel trade in over sixty countries. The Group has offices in Dublin and Edinburgh with a remote team presence across Ireland, the UK and several European countries.

Today, the group sells under a number of distinct brands:

- **Abbey The Destination Experts (Group and FIT travel experiences)**
- Abbey Conferences (Conference management across Europe and beyond)
- Abbey Events (Events & Corporate meetings)
- Moloney & Kelly (Incentive & Luxury travel).

WHY WORK FOR US

- The Abbey Group is proud to hold a certification for being a Great Place To Work UK & a Great Place to Work Ireland
- Abbey Group is certified Gold for sustainability across all its brands
- Progressive Company
- Deloitte Best Managed company for 16 consecutive years
- Hybrid/blended working option available
- Up to 60 days per year remote working abroad
- A paid day off on your birthday & an additional paid day off over the Christmas period
- Discretionary Company Bonus Scheme
- Company contribution to occupational pension scheme
- Discretionary flexible benefit contribution towards pension or health care plan
- Learning and development opportunities – individual training budget per year
- Employee Assistance Programme – health & wellbeing support
- Active Social Committee and Green Team including free events throughout the year
- Multinational workforce with over 30 nationalities

TITLE OF VACANCY:

Groups Executive, German Speaking Markets, Groups Department – Edinburgh, (Hybrid)/London (fully remote with serviced office facility available)

THE ROLE:

We are seeking an experienced Groups Executive with a proven track record in a fast-paced environment. The candidate will be a commercially driven self-starter with fluency in written and spoken English and preferably fluent written and spoken German. There is a requirement for strong inter-personal skills, working with clients in a partnership approach. There is a strong teamwork approach required, working with and supporting colleagues across other departments.

CORE DUTIES INCLUDE:

- Provide the full Account Handling/Customer Services function for leisure groups. The key to this is to ensure that groups are being operated to the highest customer care standard. Timely and professional communication with clients. Meeting deadlines, optimizing margins and while operating a large volume of groups in multiple markets.
- Margin optimization through upselling.
- Full utilisation of Tourplan NX to generate all client and supplier communication, also ensuring that the confirmed proposal is accurately reflected in Tourplan thereby facilitating a smooth and accurate accounting process.
- Develop and maintain sustainable relationships with clients and suppliers.
- Developing relationship with guides and securing guides to each leisure group.
- Quoting of ad hoc group and series business as and if required.
- Meeting/visiting clients as appropriate and if required.
- Attending Trade shows as appropriate and if required.
- Participation in the 24 hour on-call rota for UK leisure groups.
- Any other duties as assigned by your manager or director and this could be in another department within Abbey The Destination Experts.
- Depending on role - Some international travel may be required and will be in compliance with the company's Business Travel Policy.

REQUIREMENTS:**Essential:**

- Good knowledge of the UK-wide tourism industry products preferred
- Good organisational and problem-solving skills
- Fluency in English and German (oral & written)
- Team player that is able to work in a busy environment

Desirable:

- Very good knowledge of MS Office.
- Relevant degree qualification in Languages, Business or Tourism.
- Tour plan NX knowledge a distinct advantage
- Working experience with groups or at DMC distinct advantage.

The Abbey Group are committed to offering equal employment opportunities to all individuals, regardless of gender, race, religion, or disability. Our hiring process includes unbiased job postings, diverse interview panels, and objective evaluation criteria. We ensure equal opportunities for promotions, providing all employees with a fair chance to progress in their careers. We fully comply with UK equality laws and maintain a zero-tolerance policy for discrimination in the workplace.