



Abbey The Destination Experts

Mainpoint, 102 West Port,
Edinburgh, EH3 9DN

Website: abbeydestinationexperts.com

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:

Operations Executive, Operations Department – Edinburgh (hybrid)

THE ROLE:

The Operations Executive is responsible for the planning, coordination, booking and delivery of group tours on behalf of our clients. Working closely with suppliers and internal

stakeholders, the role ensures services are secured, operational requirements are fulfilled, and tours are delivered seamlessly from confirmation through to departure.

CORE DUTIES INCLUDE:

- Create, maintain and quality check operational documentation.
- Book, reconfirm and manage all group itinerary services, including handling amendments, cancellations and last-minute changes.
- Ensure all services are booked within required deadlines, budgets and company procedures, contributing to the efficient and profitable operation of tours.
- Contribute to the timely resolution of operational challenges to support consistent service delivery.
- Conduct and/or participate in supplier meetings and site inspections as required to maintain relationships, monitor service standards and identify opportunities.
- Maintain accurate booking records, correspondence and operational information within company systems and databases.
- Assist with the contracting of non-accommodation services (negotiating rates and Terms & Conditions) and monitor the accurate loading of rates and supplier information within company systems.
- Develop and maintain strong product knowledge across the UK to support internal departments to assist with itinerary development and client requirements.
- Collaborate with suppliers and internal stakeholders to improve product offerings and operational efficiency.
- Provide support with the training and development of trainees and colleagues as required.
- Contribute to the company's environmental, sustainability and responsible tourism initiatives.
- Undertake any other duties or support tasks as reasonably assigned by the Operations Manager, Director or other members of the management team.

REQUIREMENTS:

Essential:

- Fluency in English required (oral & written)
- Very good knowledge of MS Office
- Excellent organisational skills and attention to detail
- Excellent administration skills, negotiation, communication and customer care skills
- Team player able to work in a busy environment and meet deadlines
- Experience working in the Tourism industry

Desirable:

- Fluency in a second European language a distinct advantage but not essential
- Knowledge of the system Tourplan a distinct advantage
- Previous experience in a DMC beneficial

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.