

PGL Beyond Job Description



Teamwork



Quality



Safety



Respect



Inclusivity



Fun

Job Title: Tour Support Assistant

Reporting to: Tour Support Team Leader

Main purpose of the role

To support the Tours Division, provide administrative assistance by accurately and efficiently processing travel-related documentation, ensuring effective management of customer bookings and post-travel requirements. Deliver exceptional and reliable customer service by creating clear and precise documentation from booking through to post-travel. Work collaboratively as part of the Tour Support team to ensure all tour documentation is in order for the customer.

As part of PGL Beyond you'll be creating unforgettable learning and adventure experiences that make a real difference to the lives of young people. Our incredible team has always been the secret to our success. Our people are our future and we take great pride in matching your hard work with a promise to look after you and your career.

Responsibilities

Provide administrative support to the acquisition of group bookings on behalf of the PGL Group Tours Division

- Request and confirm products and services from external suppliers on behalf of the sales teams where required to enable the conversion of enquiries to confirmed bookings
- Ensure all documentation produced (internal communication / external client documentation) meets agreed levels of accuracy to minimise tour losses through documentation errors
- Provide administrative assistance to the Transport/Accommodation and Tour Support teams to enable the swift delivery of services to enable the conversion of enquiries where required

Provide administrative support to the tour coordination (booking to departure) and post travel (customer feedback), including the production of final travel documents for clients (and suppliers) on behalf of the Tours Division brands within agreed timeframes

- Coordinate with external suppliers to confirm tour provisions (accommodation, transport, excursions, and restaurant bookings) while adhering to data protection requirements for passenger information.
- Effectively manage personal workload and time to meet deadlines and Service Level Agreements (SLAs) for client documentation delivery.
- Work as a team to meet collective targets and timelines for all traveling groups, ensuring accurate updates in internal computer systems as needed.
- Offer administrative assistance to the Transport and Destination teams by amending or confirming transport and accommodation bookings as necessary.

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Ensure the profitability of NST Tours through accurate and efficient administration processes

- Liaise with suppliers to provide accurate travel detail arrangements to ensure efficient departure and arrival procedures for travelling groups.
- Administer requests for external Group Consultants (Guides, City Reps etc.) on behalf of the business, including assisting with the coordination of travel arrangements for Guides allocated to group tours
- Input of final passenger information to airline websites in an accurate manner
- Effectively manage the stock and provision of tickets for booked visits (where appropriate) for client tours

Provide a general administration service to the wider business

- Be proactive in identifying and suggesting improvements to client documentation, work processes, and procedures, and make changes to Tour Documentation templates as needed.
- Complete Switchboard and Post-Dispatch responsibilities on a rota basis, and assist the administration of other areas such as Product & Marketing, Contracting, and Finance.
- Provide assistance to team members and other departments, participate in training, activities, or projects to achieve business objectives, and produce reports for the Senior Management team as required.

Additional responsibilities

- Participate in temporary or ad hoc activities and projects to enable business aims and objectives.

Useful Information

Our Tour Support function is transforming to better position us to assist the business as we move into the future. As such, our roles are likely to evolve. Therefore, whilst this job description provides an overview of the main duties, it is not intended to be exhaustive and it is anticipated that the contents will change over time whilst remaining within the broad remit of the role.

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Person Specification

Education, Experience & Achievements	Essential	Desirable
Minimum 6 -12 months in a similar admin-based role	✓	
Grade 4 (C) or above in GCSE English and Maths or equivalent qualification / experience	✓	
NVQ Level 2 in Business Administration / Customer Services / Travel and Tourism		✓

Skills & Knowledge	Essential	Desirable
IT Literate with knowledge and experience of using MS products (Word, Excel, Outlook)	✓	
Excellent verbal and written communication skills	✓	
Strong organisational skills with the ability to manage multiple tasks concurrently	✓	
Be commercially aware and focussed on providing cost-effective, efficient solutions to the business	✓	
Passionate about customer service - strong willingness to deliver excellent customer service and flexibility to meet client requirements	✓	
Good Geographical knowledge		✓
Interest in Travel and Tourism		✓
Knowledge of a foreign language (French, German, Italian, Spanish)		✓

Personal Attributes	Essential	Desirable
Strong accuracy and attention to detail	✓	
Problem solving ability and a "Can Do" attitude	✓	
Contributes positively to tasks, projects, and meetings	✓	
Develops and maintains effective relationships and works to create a culture of mutual support	✓	
Actively looks to improve the way we work, promoting a culture of continuous improvement	✓	
Reviews own performance and skills against the needs of the role, actively seeks and takes part in opportunities for development	✓	

Additional requirements	Essential	Desirable
Enhanced DBS check	✓	

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Additional information

Environmental & Social Governance (ESG)

You are required to uphold and champion our Better Beyond Adventure Environmental Social Governance strategy whilst assisting our B Corp certification.

This requires personal, departmental and company-wide level participation through ongoing engagement in discussions and decision-making around ESG, upholding company and department ESG goals and targets in your role as an ally.

Our Better Beyond Adventure strategy means we all have a role to play as part of our day job. This varies from team to team and by role. However, as standard it is now a requirement for each role to appreciate how they contribute to delivery of BBA across the three pillars:

- Our places, our planet
- Champions of wellbeing
- Playing our part

And by delivering our BBA goals you will also be assisting our B Corp certification and role modelling our PGL Beyond values.

Equal Opportunities/Safeguarding

We pride ourselves on hiring the best people and recognise the importance and benefits of a diverse and inclusive team. However, the protection and safeguarding of our colleagues and the young people visiting our centres is our primary concern.

Our Values

Our company values of teamwork; quality; safety; respect; inclusivity and fun define our beliefs and underpin everything we do. Though simple on the surface, when combined, these values create the exceptional experience that sets PGL apart for both our guests and colleagues.

‘Lend a Hand’

Lend a Hand provides a valuable opportunity to gain insight into the fantastic work that our PGL centre colleagues are doing every day. During our Lend a Hand weeks, members of our Support Centre teams take time out of their normal routine to work on Centre in areas such as Catering and Housekeeping, enabling us to work closely with colleagues we don't usually work alongside in a job role other than our own, whilst also providing valuable help to our centres at times when they need it the most.

Right to amend

The company reserves the right to amend the job description in consultation with the colleague to reflect changes in the role.

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Job description updated on 28/06/2024.