



### **The Company: True Travel**

True Travel is a luxury tour operator based in Chelsea, London. We are a team of passionate, global travellers with deep expertise of our specialist destinations. Hand crafted travel, designed around the individual, is a dying art. We preserve that skill.

Our mission is to enrich lives and create lifelong memories through authentic, tailor-made travels – taking our clients away from the crowds and into truly wild places. We have a team of brilliant minds, youthful energy and an unwavering desire to explore every undiscovered edge of the globe. We champion the irreplaceable value of people and personalities in delivering unrivalled levels of service. As such, we are the antithesis of automated, packaged travel. Focused on the finite detail, down to how our clients take their tea, and adding genuinely thoughtful touches and making every moment effortless.

As a B Corp certified company, we are deeply passionate about the planet, our impact, and the communities we work with around the world who call it home. Through our Foundation, our team and our clients have the ability to deliver and experience meaningful, focused, long term positive impact when they travel with us.

As we continue to grow, opportunities will arise for you to develop your own career within the company.

### **The Role: European Travel Tailor**

The Travel Tailor will provide operational support to ensure the company runs effectively across its European product, becoming involved in a range of operations and administrative support functions. You will be a brand guardian at all times, ensuring consistency, calmness under pressure and meticulous attention to detail. To be successful in this role, you will need to demonstrate that you are organised, efficient and creative.

### **Requirements**

- Meticulous attention to detail
- Ability to adapt in pressure situations in order to solve problems.
- Great interpersonal skills and the ability to build relationships with U/HNW clients and supplier alike
- A genuine can-do attitude, enthusiasm, open-mindedness and a sense of humour
- Previous experience within the luxury travel industry (not mandatory, but ideal)

## Responsibilities

Your responsibilities will include but are not limited to;

- Post-sale booking and client management
- Book and cross check itinerary invoices to ensure accurate bookings and accounts; raise discrepancies with the Sales teams
- Generate and prepare personalised booking confirmation documents for clients
- Manage the pre-departure concierge experience for each client
- Communicate effectively with international suppliers, develop strong relationships to ensure a VIP experience for every booking
- Create personalised travel documents
- Provide assistance to travel designers whilst clients are away ensuring that any instances of issue or complaint are resolved in a calm but timely manner
- Review finances of client bookings including invoicing clients and paying suppliers
- Support marketing initiatives to promote your regions; including mailshot & newspaper production, social media, PR, events and website management
- Work towards personal and team sales targets to meet annual KPI's
- Encourage client donations to the True Travel Foundation with each booking