

WASTELAND TRAVEL

JOB TITLE:	Holiday Care Specialist
REPORTING TO:	WhiteRoad and Customer Service Manager
SALARY:	£21,000 per year plus performance incentives
CONTRACT START DATE:	ASAP
CONTRACT TYPE:	Fixed term, full time
LOCATION:	Putney, London

The Company

Wasteland Travel is the UK's leading Gen Z ski and events business. Created 27 years ago, the company pioneered the concept of co-designed epic trips with unparalleled sports and social experiences for students to the French Alps, quickly establishing itself as the most trusted operator in this sector.

The business has since expanded making Wasteland Travel the go-to brand for year-round, youth travel experiences. Whilst the focus remains on group-travel, there are now exciting stablemates to complement the company's values and ambitions.

Wasteland Travel offers unforgettable holidays for students and young professionals looking for unique ways to spend time with like-minded people. We curate and deliver exceptional Alpine experiences to thousands of people every year.

As well as providing our expanding Gen Z audience with their winter-sports fix, we also offer exceptional summer breaks. To complete the line-up, we co-create a leading music festival, Rise, where we "party on top of the world" every December in the beauty of the mountains.

The Role

This is an opportunity to work with a fast-paced, creative, fun, and entrepreneurial team across all areas of Wasteland Travel. You will be part of the team driving excellence through efficient, personable, and timely customer engagement. This is a pivotal role in ensuring the best possible experience for our customers. The role will be highly varied and although your primary focus will be customer service inquiries and support work, you will also have exposure to many learning opportunities within the business, company-wide. You will also lead on one of our group accounts - regularly communicating with the group organisers and acting as their primary point of contact.

We are looking for a highly organised, pragmatic and efficient holiday care specialist, who can work diligently under pressure, is a brilliant communicator and is able to use their initiative and take ownership of the customer journey company-wide. We are looking for someone with great attention to detail and a passion for the customer care industry. This role isn't for your average customer service role, it involves duties and tasks that are ever evolving, fast-paced environment which will keep you on your toes making each day interesting. Alongside this, managing our groups, you will ensure all elements of your groups contract that you oversee are delivered accordingly to fulfil the group's requirements. Forging strong relationships with your accounts to ensure a positive perception of the Wasteland Travel brand and retaining the business for next season.

Your day-to-day focus will be to ensure that our customers and your groups are receiving the service we promise, through effectively managing your relationship with the group leaders, ensuring their requirements are being met and supporting them maximising their sales potential.

We also have exciting opportunities to be part of the wider team responsible for delivering some of our large events and to gain valuable experience in a challenging sales environment.

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Key Attributes

- Diligent, reliable, patient, efficient, and timely.
- A positive and effective communicator.
- Highly organised and self-motivated.
- Able to 'read' customers, to provide a high level of service personal to their needs.
- Able to work well under pressure and in challenging circumstances.
- A people person.
- Proficient at Excel and other IT programs.
- High standard of written and spoken English

Benefits

We strongly believe in a collaborative working environment and we want every employee to be proud to work for Wasteland Travel. You'll be involved with a fast-paced, creative, fun and entrepreneurial team at an exciting time of innovation and growth.

We are constantly sense checking what we are doing and the value it brings and work hard to reach the quality we strive for, but we also know how to unwind too. From impromptu staff drinks to Christmas parties and end of season celebrations, you'll get to know the lighter side of your colleagues in no time.

When you first start with us, you'll have a buddy to help you get situated while you settle in - this will normally be someone different to your line manager and will help you with general settling in for the first couple of weeks.

Other benefits include:

- 25 working days' holiday per year (from 1 October to 30 September each year)
- Opportunity for remote working
- Travel to some of Europe's leading Ski resorts to deliver exciting alpine events
- For every year you have been with us you get an additional day per year up to 30 days
- Company pension scheme
- Professional & personal development
- Family-friendly policies
- Cycle to work scheme and bike parking
- Support POW (Protect our Winters) through our 360 Pledge
- Regular team socials
- A vibrant, young team in a great office in Putney with excellent gyms, parks, pubs, bars and restaurants nearby

How to apply

If you are interested in applying for this position, please email annie@wastelandtravel.com with: A copy of your current CV

A cover letter detailing why you feel you are a suitable candidate for this post and what attracts you to the collective