

A luxury travel company based in Cheltenham are looking for a dynamic and intelligent **Villa Operations Executive** to join our fast-paced and fast-growing Luxury Villas team.

We deal with many High Net Worth clients / celebrities and are therefore serious about what we do - but we try and have fun doing it and there is a terrific team spirit across the business.

#### ROLE BENEFITS

- Opportunity to travel
- Introduction to the luxury travel industry
- Assist high net worth clients, including celebrities and industry leaders worldwide
- Full training with excellent career progression opportunities
- 25 days annual paid leave
- Invitation to join the company bonus scheme
- Regular team social events

#### ROLES & RESPONSIBILITIES

The Operations Executive role is primarily to support the sales process, taking over at a critical stage and arranging all of the services that will turn the villa rental from an ordinary holiday, to an extraordinary holiday. The executive will act as an interface between the client and all services booked and delivered in destination. This will involve communicating with all the Company's suppliers, providing them with all the information they need about each booking and maintaining excellent relations. You will also oversee the production of attractive and accurate electronic documentation.

The role itself requires an ability to think proactively under pressure, be able to adapt to fast-moving and dynamic situations on the ground and above all, to empathize with each client's individual needs. A degree of creativity will also be part of the role liaising with the marketing team to help plan successful social media and marketing campaigns.

As the successful candidate will also be dealing with villa owners (often European) and other suppliers on the ground, the ability to speak a foreign European language is a bonus.

#### PREFERRED SKILLS

- o A passion for experiential travel and desire to be immersed in the world of Luxury Villas.

- o The drive to help grow villa sales by ensuring the service offered is second to none, ensuring repeat business from satisfied and happy clients.
- o When buying extra services, negotiation skills to achieve the best possible commercial terms, including rates, inclusions, payment schedules and cancellations policies.
- o Excellent writing skills and understanding of grammar.
- o Good creative eye for photography.
- o Good numeracy skills and commercial flair.
- o Ability to communicate effectively from both a written and oral standpoint.
- o Proactive, creative character with high degree of initiative and resourcefulness.
- o Entrepreneurial 'can do' attitude.
- o Great customer service ethic.
- o Excellent interpersonal skills and team player.

Our aim is always to offer an excellent career path to the right candidates. The role is full time and currently team members work in our large, open plan office on Tuesday-Thursday, and from home on Monday & Friday