

distantjourneys

Your Time to Explore

Welcome to Distant Journeys, a fast-growing UK based company specialising in escorted group tours to Australia, New Zealand, South Africa, India, Canada, Alaska, Japan, Sri Lanka and Vietnam & Cambodia.

We are true escorted touring experts, and have won numerous awards at the British Travel Awards, most recently 'Best Small Holiday Company to Australasia', 'Best Small Holiday to Sub-Saharan Africa' and 'Best Small Escorted Tours Holiday Company'.

Our holidays offer unparalleled adventure and once in a lifetime travel experiences.

Our customers are at the heart of what we do, and this is reflected across our company – from our customer service awards to the passion of our teams on the ground in the destinations we operate in.

Due to unprecedented growth we are looking to expand our talented team.



Job description: Aviation Manager (Office based or Hybrid role. The office is based in Ormskirk, Lancashire)

Salary: Dependent on experience

Role Purpose: Responsible for managing the aviation team ensuring all flight bookings are accurately serviced from creation, through to ticketing and travel

Key Responsibility Areas

- Co-ordinate with the aviation team on an on-going basis to ensure all service delivery is of a quality standard.
- Introduce standards and conduct performance reviews for aviation team members.
- Liaise regularly with external flight partners to maximise profitability and efficiencies
- Create a continuous improvement environment where all team members feel supported, ensuring team effectiveness is maximised and team members are clear about their accountability and performance standards.
- Work closely with the Head of Operations to ensure appropriate quality and monitoring of the aviation team so that any problems are addressed swiftly, and best practices are shared in a timely fashion.
- Accurate and timely completion of new flight bookings on both Galileo and via flight consolidator websites.
- Oversee the checking of new bookings, meal requests, seat requests and assistance requests.
- Monitoring ticket deadlines in an acceptable timeframe.
- Issuing individual and group tickets as required and updating the relevant systems.
- Management of schedule changes on an on-going basis and ensuring all interested parties are notified.
- Management of flight cancellations and refunds as required in line with company procedures.
- Provide accurate and current flight pricing details with the sales team on a regular basis.
- Management of the systems for flight amendments and re-issues.
- Monitoring Galileo queues ensuring any concerns are communicated to the appropriate management.
- Carry out additional duties as reasonably requested by management

Knowledge, Skills & Experience

Essential:

- Experience in using Galileo GDS
- Proven Line Management experience
- Strong knowledge of airlines, routings and fares
- Proficiency in MS Office applications
- GCSE grade C or above (or equivalent) in Maths and English
- Attention to detail and accuracy
- Adaptable to changes in workloads
- Strong team player with a 'can-do' attitude, enthusiastic and motivated

Desirable:

- 5+ years' experience in the aviation industry

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COMPETENCY PROFILE

MANAGES PERFORMANCE:

- Recognises and gives a clear understanding of what is required and when it needs to be completed
- Describes the standard that must be achieved
- Feedback is given on an ad-hoc basis as and when required

TEAM LEADERSHIP:

- Reviews the nature and mix of roles and individual's capabilities to ensure appropriate allocation of accountabilities
- Encourages collaboration and co-operation between team members
- Celebrates success with the team
- Reviews performance, with the team and improves processes on that basis

RELATIONSHIP BUILDING:

- Nurtures and develops key contacts to access needed information
- Makes effective contributions to available networks both internally and externally
- Is the type of individual others want to talk to and listen to
- Responds positively to conflict

CONCERN FOR RESULTS:

- Constantly monitors service delivery and takes corrective action if required
- Identifies inefficiency and takes action to rectify
- Constantly looks for opportunities to improve business performance and uses/passes the information on accordingly

ANALYTICAL THINKING:

- Breaks down concrete problems into smaller parts and organises information in a concise manner
- Gathers input from other's
- Uses common sense, past experience and basic rules to identify key issues to solve
- Considers relevant facts and alternatives when making decisions
- Is open to new ideas and suggestions

ENERGISES AND MOTIVATES:

- Seeks to actively understand each individual
- Is confident in using a suite of approaches to motivate people
- Positively influences others by remaining energised, enthusiastic and confident in the face of challenges

CONCERN FOR QUALITY:

- Has on-going concern for quality
- Systematically monitors own or others' work to ensure progress is on time and will be achieved to high standards
- Personally introduces own approaches and methods to raise quality standards

BUILDS THE SKILLS OF OTHERS:

- Provides practical advice and guidance on how things could be achieved
- Demonstrates and creates opportunities for the team to observe successful task completion
- Provides regular feedback to others

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