



**Job Title: Abroad Sales Administrator**

**Location:** HF Holidays Ltd, Catalyst House, 720 Centennial Park, Centennial Ave, Elstree, Borehamwood, WD6 3SY

Nearest tube stations are Edgware and Stanmore.

**Contract:** Fixed-term contract, 1 Year Maternity Cover.

**Hours of work:** 37,5 per week, Monday to Friday, 9.00am to 5.30pm with 1-hour break.  
+ plus one Saturday per calendar month, 9am to 1pm.

**Salary:** £20,000

**Job brief:**

We are looking for a committed individual with an interest in travel to join our lively **Abroad Administration Team** to monitor and analyse our overseas product sales performance and suggest tours to promote. You should be able to provide reports on sales and collaborate with the sales team to improve sales and increase profits.

**The roles' responsibilities include but not limited to:**

- Creating bookings in Amadeus from flight manifests to complete manifests and maintain accurate records
- Answering questions and queries from guests and other departments both by email and telephone
- Sell holidays and seize opportunities to upsell products
- Collaborate with the marketing department to prepare common strategies such as e-shots promoting late bookings
- Ensure sales team is up-to-date with products that require promoting
- Manage tours that are left on sale when we hit the late booking stage.
- Producing, checking and sending reports to suppliers & Leaders in timely manner for overseas holidays
- Providing support to colleagues within the Abroad department
- Administration tasks as required including managing requests which could be for extra flights, special requirements, extra bedrooms or capacity on holidays
- Meet personal and team qualitative and quantitative targets.

**Requirements:**

- Amadeus
- Previous experience in a Travel Company is essential
- Excellent Customer support role skills and knowledge
- Strong written and verbal communication skills along with active listening
- Bubbly personality, driven, committed and team player
- Strong sales skills
- Flexibility in working hours, availability at weekends
- A genuine passion and interest for Travel.

**About the company:**

HF Holidays is an Award-Winning Travel and Hotel Company and the UK's largest Walking & Outdoor holiday provider.

We own and operate 18 UK Country House Hotels and inspire our guests to travel to six continents around the World.

Our story began in 1913 and we currently employ a team of around 500 and specialise in providing Walking holidays in the great outdoors in the UK, Europe and Worldwide. Looking after our guests and team is at the heart of everything we do, and our mission is to provide shared holiday experiences which inspire friendship, fun and an active enjoyment of the great outdoors. Because, we believe that among the things that matter most in today's busy world is an appreciation of natural beauty, a love of the open air, and the joy of fellowship with one another.

We aim to achieve our vision by applying the following values:

Trusted, Collaborative, Exceptional Experiences, Ownership, Inspiring, Passionate and Fun.

**Package:**

- Competitive salary.
- 1-week Familiarisation Visit at one of our 18 Country House Hotels each year.
- Free carparking.
- Free Professional Training and Development courses.
- Discount to the Gym.
- Cycle to work scheme available.
- 28 holidays inclusive of Bank Holidays rising to 33 after 2 years.
- Discount at outdoors Equipment Stores.
- Discounts on our holidays throughout the world.
- Discounts on our holidays for Friends and Family.
- Unique opportunity to explore the Great Outdoors.

To apply please send your CV to: [recruitment@hfholidays.co.uk](mailto:recruitment@hfholidays.co.uk)

For more details please call: 07864923665