



Job Title: Head of Groups

Location: Tunbridge Wells, Kent or London (some business travel may be required for this position)

Reporting to: Managing Director & The Board

ABOUT US:

An established, independently owned, multi-award-winning travel management company with Investors In People status.

From its beginnings as a small travel store in Tunbridge Wells, Kent, the company has grown into a multimillion-pound business, events, and leisure travel company, with offices in Tunbridge Wells, Kent, London, and India. The business has evolved over the past 36 years through a combination of both organic and acquisitive growth, with ambitious plans for the future.

The Company is led by four dynamic Directors, who are supported by a hands-on Senior Management Team. Together they empower the business to constantly innovate and evolve to meet ever-changing client needs with compelling travel management solutions. Our success can be attributed to our commitment to employing the right team and investing in leading technology to drive the business forward. We strive to deliver the highest of standards across all the areas it operates in.

Our vision is “to make travel a memorable and effortless experience for our clients, delivered by motivated and successful staff”.

By creating a work environment that provides opportunities for growth and development anchored by a strong teamwork ethic, taking your career to CT will really see it take off!

THE ROLE:

The Head of Groups has total responsibility for the continued growth of a fast paced and profitable Groups & MICE division of the CT Travel Group.

Reporting directly to the Managing Director and accountable to The Board, CT Travel Group has ambitious plans to expand and grow this division and the successful candidate is expected to play a significant role in this expansion.

The division’s client base consists of core MICE and Flight only.

Key Responsibilities:

- To have full responsibility for the successful day-to-day operations within the division, including the operational management of the end-to-end workflow.
- Work in conjunction with the Managing Director to create and be accountable to an annual budget which is demonstrating year on year growth through turnover and profit
- Work alongside the Groups Business Development Manager, to be accountable for the end-to-end sales process including quotes, content, design and overall client experience
- To strategically plan and identify growth opportunities for the department – from the existing client base, the wider client base within CT (Corporate and Leisure) and also brand-new clients

- To have responsibility for client account management and retention
- Provide out of hours and DR assistance where required
- Traveling with groups both domestic and international
- To audit the divisions processes and to identify efficiencies in the way things are done – to ensure consistency, accuracy and that our clients are receiving exceptional service
- To work with our Travel Technology Department to identify and implement new technology solutions for the division for the benefit of efficiency and client experience
- To manage an established team of 8-10 people on a day-to-day basis – ensuring talent is developed, KPI's are set, reviews are conducted, feedback is regularly provided, and that support / guidance is given to the team as required
- To expand the team to meet ambitious targets towards organic growth and client demands through recruitment activities supported by HR
- To provide a pro-active and dynamic approach to working and developing the division, liaising with the Marketing department to generate new ideas
- To be hands on in the day-to-day delivery including making bookings and using the GDS
- This person will ultimately have the responsibility of the delivery of bookings onsite and is expected to be in attendance managing the CT team along with client expectations

THE PERSON:

**Required
Minimum Skills &
Experience:**

- You have extensive experience and a proven track record of working in MICE at a senior level, with fantastic destination and product knowledge
- You have proven experience of MICE events, both domestically and internationally
- You can travel at short notice as required to manage and oversee bookings while in operation and represent the business
- You are accountable and fundamental part of out of hours and DR when required
- You will have a good working knowledge and understanding of using both Amadeus and TravelPort
- You will enjoy working with technology and using that to bring efficiencies to the department and enhancing the client experience
- You have great people skills and have proven track record of managing an established team, as well as expanding and growing the team to meet the needs of the business
- You will be comfortable with working on the day to day running of the division with a highly commercial outlook and profit focussed mindset
- You can work autonomously and address day to day issues that arise, and have great judgement regarding the potential necessary escalation of issues
- You have a professional approach – excellent time keeping, fantastic relationship building and communication skills and always represent the business well
- You are extremely IT savvy and competent in using the full range of Microsoft Office products amongst others

	<ul style="list-style-type: none"> You have proven yourself to be forward thinking, innovative and to have great commercial and industry awareness
Advantageous Skills or knowledge in some of the following areas:	<p>Extensively travelled</p> <p>Well-connected within the industry</p> <p>Languages</p>
Personal Skills or Characteristics	<p>Excellent communication skills</p> <p>Driven by results and can prioritise</p> <p>Ability to troubleshoot issues with good problem-solving skills</p> <p>Positive attitude, determined to seek out results</p> <p>Above and beyond approach to working in a professional way</p> <p>Team player</p> <p>Analytical mindset and ability to question/challenge</p> <p>To deliver on time sensitive goals</p> <p>Trusted with sensitive business data</p> <p>Capability of working in a fast paced environment</p>

OUR OFFER:
<ul style="list-style-type: none"> A competitive salary based on skills and experience Opportunities for career growth and personal development The ability to influence change in the business To work closely with senior members of the team and be trusted with sensitive and important business duties Free use of onsite staff gym with personal training sessions (TW Only) Social and wellbeing events throughout the year Smart casual business attire Staff relaxation area with TV & pool table (TW only) Staff discount on worldwide holidays Staff rewards and discount schemes Work for an Investors in People employer 22 days holiday per year, plus public holidays – increasing with length of service Company Reward Scheme for milestone Anniversaries with the company Tunbridge Wells office is a 10-minute walk from High Brooms station London office is a 10-minute walk from Charing Cross station