

The Role

The role of VIP Travel Designer spans both client facing and industry facing relationships. The B2B component of the role has shared responsibility with the travel and aviation team for The Conte Club's portfolio of preferred partners, which includes tour operators, airlines, hotels, tourism boards, Yachts, private charter suppliers, all ground teams and transport teams, specialist services, niche suppliers and on location (DMC) partners. To source, develop and maintain a portfolio of suppliers across the year and creatively manage the low-volumes Vs high service delivery expectations. The B2C component of the role is to work as part of the team to manage our Ultra / High Net Worth members with a focus on travel. You will build strong relationships with existing members to increase primarily phone and email engagement, satisfaction and loyalty. This will be through regular, personalised, proactive communications, by working closely with C-Level and a service delivery supplier, including family private offices and wider luxury networks. You will be designing journey, private events and concierge travel requests on behalf of high net worth members and their families - including luxury journeys, complex flight itineraries, exclusive access requests, lifestyle arrangements and lastminute requests and troubleshooting. As a member of the team you will also be invited to contribute to scale strategy, CSR discussions and delivery, and have the opportunity to bring your own ideas and ambitions to the company.

Responsibilities:

- To be responsible for designing and managing the travel and events components of The Conte Club under the direct line management of the Head of Travel & Head of Aviation, at the very highest standard.
- To independently and in conjunction with your performance reviews undertake continuing professional development.
- To source products and destination insights to meet client demands.
- To take part in Familiarisation visits and Trade events, to gather information on destinations, suppliers and amenities of interest to our clients (world health advice, and personal stay-safe preferences withstanding)
- To manage short and long term B2B relationships across the travel and events industry.
- To liaise with travel partners, including airlines and hotels, to manage bookings and schedules, noting to differentiate the skills required for last minute verses long term planning.
- To contribute to oversee the smooth, efficient running of the business.
- Maintain up-to-date Member information, company CRM systems, including needs and preferences, to provide personalised services that are to the highest quality;
- Act as one of the primary contact for Members;
- Oversee and complete Member requests, providing a seamless service, regardless of time and day – this means being available on-call outside of standard working hours with advance notice;
- Regularly and proactively capture Member feedback, with clear analysis and proposed next steps;
- Manage all customer cares, liaising with the Founding team where appropriate, and feeding back to Hosts/other team members;
- Dedication to customer satisfaction and a willingness to do what it takes to get the job done, acting with tact and diplomacy and demonstrating excellent problem-solving skills;

- Contribute to the development and regular update of written member communications for new and existing members;
- Maintain a pipeline (CRM) of Members and One-Off Clients;
- Dedication to customer satisfaction and a willingness to do what it takes to get the job done, acting with tact and diplomacy and demonstrating excellent lateral thinking skills.
- Consistently use strong communication and interpersonal skills;
- Sophisticated use of the English Language - written and spoken.
- Use excellent organisational and time management skills, always ensuring multi-tasking does not detract from quality control;
- Obsessions with accuracy and detail; especially in live communications with Clients in and out of working hours.
- Apply skills in using various MS Office software to a intermediate/high standard in your daily work;
- Using a collaborative project management approach and acting in a capacity which builds organisation skills to scale;
- A commitment and demonstration of flexibility to take care of a busy and diverse workload while exhibiting outstanding attention to detail;
- Responsible for running the travel outlet and developing strategies to hit or exceed sales targets.
- Undertaking any work reasonable to the furtherance of the business needs.

Details:

- Year fixed term contract with opportunities to extend
- Hours: Full time – flexible working hours required. Home working required.
- Salary: Salary negotiable with benefit package

Please send your CV and covering letter to Louisa@thecontclub.com