

Location: London, United Kingdom/Edinburgh, Scotland

Department: DMC - Groups

Reporting to: Operations Manager

Contract Type: Permanent

Do you want to create memories that last a lifetime?

Tour Partner Group is a leading B2B Destination Management Company (DMC) specialising in travel experiences across the UK, Ireland, the Nordics, and the Baltics. With offices in London, Edinburgh, Dublin, and Copenhagen, we bring together over 300 destination specialists, designing unforgettable travel experiences for Groups and FIT, as well as curated MICE programmes under our dedicated brand, **Horizons by Tour Partner Group**.

At **Tour Partner Group**, we believe in responsible travel, continuously challenging ourselves to elevate our standards and ensure that every journey we create leaves a positive impact on both people and the planet.

About the position:

We are looking for a passionate and dynamic **Operations Executive** to join our team in **London/Edinburgh**. In this role, you will be responsible for **achieving successful and profitable operation of all groups handled, developing relationships with clients and becoming the principal point of contact for them, qualifying, quoting and operating their tours**. You will work as part of a **collaborative, international team**, creating memories that last a lifetime for our clients and their customers.

Your responsibilities:

As an Operations Executive at Tour Partner Group, your key responsibilities will include:

- To ensure the smooth operation of all groups, working closely with Product Team who is responsible to book all services and hotels for your groups to provide them with all the necessary tools in order for them to book everything correctly and according to the offers confirmed to our agents i.e. correct budget for buying rates for both hotel and services, timed itineraries, any additional info they should be aware of during the buying process
- To assume total responsibility of a booking at 40 days prior undertaking 40 days check and making further adjustment as necessary
- To create and issue final timed itinerary, vouchers, invoicing clients by given deadline
- To achieve customer excellence by taking all necessary steps to ensure the success of the tour from both the agent and end client's perspective
- To visit clients abroad and within the UK as and when required
- To ensure the financial details of all bookings are accurate and up to date within the Tourplan platform
- To organise and accompany clients, potential clients on FAM Trips, inspection trips



- To participate in the emergency cover rota, operating outside office hours

Your profile: Skills & Experience

We are looking for an individual with the following skills and qualifications:

- Fluency in English
- A solid working knowledge of Microsoft Word, Excel, Outlook, Powerpoint
- Commercial awareness and understanding
- Highly accurate with an excellent attention to detail
- Well-developed written and verbal communication skills
- Ability to make decisions and to work on own initiative
- Excellent organisational skills

What we offer

At Tour Partner Group, we believe in rewarding our team members. By joining us, you will enjoy:

- **A dynamic and international work environment**, collaborating with colleagues from over **20 nationalities**.
- **Familiarisation trips** to enhance your first-hand knowledge of our destinations.
- **A holiday increase** with years of service, up to **25 days**.
- **A contribution towards gym membership** to promote well-being.
- **An extra day off on your birthday**, because celebrating is important!
- **One volunteering day per year** to support a cause you're passionate about.
- **Annual social events** to celebrate our shared successes.
- **TPG Travel Club discounts** to explore our destinations in your free time.
- The opportunity to become a **Value Champion**, earning a **Discover-Our-Destination reward** for an exciting explorer getaway.
- **A structured development programme** with **on-the-job training**, ensuring you reach your full potential.
- **A collaborative and supportive team culture** where every member is valued.
- Opportunities for **career progression**, moving into new roles within the company.



Additional Information

- **High Season Period:** Please note that from **1st May – 31st August**, the workload may be heavier, and overtime may be required. Overtime is compensated as time off in lieu.
- **Work Location:** This position is based in **London or Edinburgh**, with the possibility of hybrid working depending on the role.

Our Values

At Tour Partner Group, our values guide everything we do:

- **Partnership** – We collaborate as a team to succeed and hold our colleagues and business partners in high esteem.
- **Inspiration** – We inspire confidence in others through our knowledge and expertise. We seek and embrace change.
- **Respect** – We are open to new ideas, cultures, and experiences. We value honesty and transparency.
- **Passion** – We share our love for travel and encourage others to explore our destinations. We aspire to be the difference that makes the difference.

Our Commitment to Sustainability & ESG

- We recognise the part we play as a tourism business. We believe in the **positive force and impact** of responsible business on our collective future—one that is sustainable and contributes **not only to ourselves and our clients but also to the planet and society as a whole**.
- Internally, we have taken active steps to **reduce our environmental footprint** by limiting printing, switching to **digital business cards**, and ensuring that **business travel is only undertaken when essential**. Additionally, we encourage our employees to **give back to the community** through our **1 volunteering day per year** initiative.
- Find out more about our sustainability efforts: [Tour Partner Group ESG Policy](#)



Operations Executive



How to Apply

If you're excited to be part of a team that delivers exceptional travel experiences, we'd love to hear from you!

- Please send your **CV and cover letter** to global.recruitment@tourpartnergroup.com with the subject line: **Application for [Operations Executive] – [Your Name]**.
- If you have any questions about the role, please contact **Bianca Chiru** at bianca.chiru@tourpartnergroup.com

We look forward to welcoming you to the Tour Partner Group team!

www.tourpartnergroup.com

