

Senior Account Development Executive with Mandarin



Location: London, UK

Department: Account Development

Reporting to: Head of Account Development

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 **Senior Account Development Executive with Mandarin** to join our team in **London**. In this role, you will be responsible for **managing designated accounts, building and managing client relationships and the sales growth of those clients focusing on both operational efficiency and sales alignment**. 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 a Senior Account Development Executive with Mandarin at Tour Partner Group, your key responsibilities will include:

- Take the lead role in co-ordinating with the Far East Sales Team principally based in Copenhagen
- Understanding and developing a strong commercial relationship with our clients, specifically knowing what type of tour they prefer, their market position (cheap, luxury, midrange), and the products that are most suitable for maximum sales
- Understanding the market and the competitive landscape and pressures and working with the client to grow their business and our business with them
- Understanding the clients' sales cycle ensuring we are quoting for the right business at the right time to maximise our share of the clients' overall business and to help grow the clients' overall business
- Supporting the Far East Sales team in generating new business: achieving, as a team, the agreed annual new business revenue and margin target for UKI destination
- Creating touring itineraries with your clients, to gain sales and a competitive advantage in the market



- Preparing itineraries, costing and quotations for Groups with the help of Tourplan.
- Working closely with our Contracting team to ensure we can offer the best product at a competitive price to meet the client needs
- Ensuring price and margin of our offer is competitive and profitable, within the company's pricing guidelines
- Following up with the client in a timely way to convert offers and quotes into profitable sales with client satisfaction
- Coordinating logistics and booking accommodation, transport and activities
- Adjust workflows across the team as needed to meet deadlines and goals effectively
- To be in contact with the Tour Leader during the tour on a regular basis to make further adjustments in the program if needed and solve any issues
- Prepare final travel documents and send them to the client
- Ownership of the tours and accountability for its quality and financial results
- Making sure the conditions of payment are respected
- Act as a liaison between upper management and the team, conveying information, goals, and expectations
- Foster collaboration among team members and other departments to achieve common objectives
- Emergency phone duty
- Being a key point of contact for clients and having responsibility for their performance and satisfaction
- Responsible for a small team, this role involves ensuring smooth operations, client's satisfaction, and team development
- The position involves overseeing daily operations, sales coordination, process optimization, and maintaining a positive work culture
- Skill in assigning tasks effectively, balancing workloads, and optimizing team performance
- Being able to create a positive and productive work environment



Your profile: Skills & Experience

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

- Being client focused, friendly and diplomatic
- Being commercially aware, strong negotiation skills and an ability to sustain commercial professional relationships
- Being creative and able to develop new ideas.
- You have a strong financial understanding and are driven by success criteria such as growth and guest satisfaction
- Revenue focused and driven to achieve targets
- You are self-driving, responsible and structured
- Capacity to handle pressure, remain composed in challenging situations, and maintain a positive attitude
- A work experience in a similar role in a DMC or within the tourism industry
- Strong positive communication skills, fluency in English and Mandarin (written and spoken).
- Good knowledge of Great Britain and Ireland as tourism destinations for the Far East Market.
- IT literate, experience of Tourplan desirable and use of CRM system
- Ability to understand and empathize with team members' perspectives and challenges
- Ability to adapt to changing circumstances and proactively solve issues
- Strong analytical skills to assess situations, identify problems, and develop effective solutions
- Strong verbal and written communication skills to convey ideas clearly and foster open dialogue
- High financial understanding

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, UK**, 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](#)

Our Diversity, Equity and Inclusion Statement

- At Tour Partner Group, our values of **Partnership, Respect, Inspiration and Passion** guide everything we do. We believe that travel is about **connection, discovery and shared experiences** – and that **begins within our own teams**.
- We are committed to building a workplace where everyone feels **valued, respected and inspired** to contribute their best. We encourage applications from individuals of every **background, culture, identity, ability and life experience**.
- Our aim is to make opportunities accessible, ensure decisions are fair and provide the resources each colleague needs to grow and succeed.
- By living our values and embracing **diversity**, practising **equity** and nurturing **inclusion**, we strengthen not only our business but also the partnerships and communities we serve.

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 Senior Account Development Executive with Mandarin – 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

