

Location: London

Department: Operations

Reporting to: Department Manager/ Team Leader

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 & Client Relations Executive - DACH** to join our team in **London**. In this role, you will be responsible for executing group tour bookings and delivering reliable operational support across the group operations lifecycle. The role combines hands-on booking delivery, client communication, handling client and supplier invoices as well as supplier coordination, and process compliance. 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 & Client Relations Executive with German at Tour Partner Group, your key responsibilities will include:

Tour Delivery Execution

- Execute bookings and confirm services independently
- Ensure operational delivery tasks are completed accurately and on time

Client Communication

- Manage day-to-day client contact and operational updates
- Handle client communication professionally, escalating where required

Supplier Management

- Request services and coordinate suppliers to support tour delivery
- Maintain clear documentation and communication flow

Documentation & Financial Accuracy

- Issue vouchers, invoices, and support timely collections in line with terms



- Maintain strong attention to operational financial accuracy

Emergency Support & Rota Participation

- Participate in emergency rota where required
- Handle basic on-the-spot situations and compensation decisions within framework

Customer Feedback Handling

- Receive and log complaints, provide initial factual support and documentation
- Escalate immediately per guidelines

Your profile: Skills & Experience

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

- Fluency in German, both written and spoken
- Proven experience executing group tour bookings end-to-end within defined scope, ensuring accuracy, timeliness, and client specification adherence.
- Strong organizational skills and attention to detail
- Confident managing day-to-day client contact, handling operational queries professionally, and escalating issues appropriately
- Experience requesting services and coordinating suppliers to support consistent tour delivery
- Ability to issue vouchers, invoices, and ensure correct documentation and payment collection in line with agreed terms
- Being calm and assertive when handling client / supplier incidents
- Being able to handle operations and creating best practise on operation
- A good Team player

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**, 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](#)

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 & Client Relations Executive DACH – 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

