

Job Title:	Travel Expert-Ticketing
Reporting into:	Ticketing Manager
Location:	Hybrid working from Cambourne Business Park, CB23 6DW (with option to work from home 2 days per week, after initial training)
Salary:	Competitive (dependent on experience)

Premier Holidays is a highly regarded and independently run tour operator that has proudly been operating for over 90 years employing approximately 100 staff. Travel agents and customers come to us for our expertise and knowledge in tailor-making dream holiday experiences from a wide range of holiday destinations ranging from the **Asia, Arabia, Indian Ocean, Southern Africa, Australia, New Zealand, USA & Canada, plus the Channel Islands, Isle of Man & UK islands**. Our head office and main inbound call centre is based just outside of Cambridge.

Feel part of an established family run company that cares about their staff - Over 50% of our staff have been with Premier for over 10 years, which says a lot about our company ethos and experience in selling holidays. Once you join us you will not want to leave!

The Travel Experts - Ticketing work within the busy inbound call centre located in Cambourne (Head office), linked to the Norwich, Bury St Edmunds, and Jersey offices. The Ticketing Team is responsible for the issue, refund, and exchange of flight tickets (in Galileo) and the checking and production of all travel documentation (tickets, itineraries, hotel/transfer/excursion vouchers) that go out to clients and travel agents, ensuring that all deadlines are met.

We can offer:

- A competitive salary
- Hybrid Working – we recognise that work life balance is a high priority, our hybrid working allows you to split your time working from head office and home, which strikes a great balance. After initial training we offer our head office teams to work from home 2 days per week.
- Regular social events: Summer Party, Christmas Party, Quiz nights, brochure launches and supplier training
- Great discounts on your own holidays (plus generous friends and family discounts)
- Become part of the Premier family and experience a supportive company culture that fosters teamwork and cross-department collaboration
- Be a person, not a number! We value all of our employees and strive to create an inclusive and welcoming work environment
- Holidays from 29 days including bank holidays, increasing on length of service
- Company Sick Pay Scheme upon 12 months service
- Company pension scheme
- Long service awards and event

What are we looking for?

We are seeking enthusiastic and motivated individuals who excel at administrative work and have a keen eye for detail, can work to deadlines, and enjoy being part of a smaller sub-team.

Essential skills and experience required:

- Excellent attention to detail
- Ability to work independently and as part of a team
- Exceptional time management skills
- Capable of working well under pressure to meet tight deadlines
- Have excellent organisational skills and be comfortable with multi-tasking
- Have a dedicated home office space with a reliable internet connection if a homeworker.

Desirable skills/experience

- Demonstrate proficient computer/CRS skills and be comfortable with travel technology and systems such as Galileo (preferably) or similar GDS
- Previous travel Industry experience would be advantageous

Working Hours

Full-time working: 5 days per week during Monday to Friday, 09:00-17:30 and Saturday, 09:00-1700 (work approx. two in four Saturdays on rotation)

Whilst you get to know your team and your job role, you will be expected to attend Cambourne head office to complete your training and once training is complete you will work as 2 days from home.