



SPORTS TOURS

Sports, Travel, Event Management.... Your dream job?

SET Sports Tours is a specialist sports tour, tournament and festival operator based in Chesham in Buckinghamshire. We arrange foreign sports travel & events for over ten thousand sportsmen, women and children every year. Our brands include the well known **ILOVETOUR.co.uk University Sports Festivals** and Adventure Tours, as well as **SET MasterClass** Coaching Tours and Tournament Events for schools.



Where?

Chesham is well located as a place of work, less than an hour from London but in the heart of rural Buckinghamshire.

We're right on the end of the Metropolitan Line, less than ten minutes from the M25 Junction 20 and centrally located for access to Heathrow, Luton and Stansted Airports.

Our events are operated in Spain, Italy, Malta, Cyprus and Holland and all our employees enjoy regular travel to these, and other locations.



What kind of company is SET?

We are a specialist sports tour and festival organiser, so we're a young, sporty, social, lively group of people who work hard and enjoy what we do. The business has small sales and operations teams as well as large numbers of seasonal/temporary staff for our events and festivals.

The success of the business can be attributed to our strong team ethic, intelligent branding, dynamic use of technology and hugely client-focussed approach to our work.



In 2008 we won **Buckinghamshire Small Business of the Year** as well as being listed in the **Observer Future 500** for up and coming businesses. Not bad!



We're bonded with ABTA, ATOL and are members of the Schools Travel Forum and TourWatch.



Opportunities:

Due to the continued expansion of the company, we have assorted exciting opportunities for the right personnel to join our team.



Please see the attached information for the latest opportunities.



Released: Oct 09



Tel: 01494 793100 Fax: 01494 793200 www.SET-Tours.com
Tours House, Stone's Courtyard, High Street, Chesham, Bucks. HP5 1DE



Title: Operations Executive - SET Sports Tours

Job Ref: OE12

Department: Events Operations Team

Vacancy Posted: 09/10/09

Reports to: Team Leaders & MD

Applications Close: 09/11/09

Principle Job Objective:

Responsible for coordinating all operational aspects of sports events & festivals, and delivering booked tailor-made tours post sale.

Responsibilities:

- After booking, liaise with group leaders/clients throughout the pre-tour process and throughout operation of the tour and gathering feedback & assisting in re-booking.
- Handle invoicing and collection of client payments as required.
- Liaise with suppliers and handlers in resort to make tour arrangements, administer supplier payments and invoices.
- Ensure all client requirements are exactly accounted for and met
- Feedback product information to sales team
- Work with other Operations specialists for the provision of assorted tour components
- Ensure tours & events are executed to budget maintaining profitability and quality
- Recruit and contract staff for Easter and October events.
- Adheres to all company policies, procedures and business ethics codes and ensures that they are communicated and implemented within the team.
- Demonstrates ability to interact and cooperate with all company employees.

Job Specifications:

- Good organizational skills, numeracy & an attention to detail
- Fluency with MS excel, word, PowerPoint and Outlook
- Confident, polite telephone manner
- Active listening
- Strong communication skills (written and verbal)
- Organised (able to manage workload to ensure that promises to customers are kept)
- Willingness to travel and work in a global team of professionals.
- Interest in/active participation in sport.
- Knowledge of school and/or university sports organization.

Useful qualities:

- Sense of fun and ability to work in a small office team
- A second European language

Remuneration/Benefits:

Starting salary £18-£19k p.a. with 26 days holiday + Annual Incentives- £2-3k OTE.
- Opportunities for occasional foreign travel
- Annual Travel Insurance Policy
-Flexible working hours during the summer months

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Notes:

No agencies please.

Applicants should send a CV, covering Letter and, if possible, a passport sized photo - quoting the job reference number to:

HR
SET Sports Tours
Tours House
Stone's Courtyard
High Street
Chesham
Bucks
HP5 1DE

or by email:

Sam.Seward @ SET-Tours.com

Please note if your application is selected you will be invited to a formal interview.

Offers of employment will be made subject to satisfactory references, a CRB (Criminal Records Bureau) check (according to company child protection policies) and production of evidence of the right to work in the UK e.g. a P45.

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