



**Implementation & Support
Executive**

Salary and benefits: up to £36k
Reporting to: Business Solutions
Manager

Who you'd be working with...

The Focus Travel Partnership is the UK's leading independent business travel agent consortium, with a combined annual turnover (corporate) in excess of £1 billion prior to Covid.

The Partnership consists at present of 52 TMC Partners, situated across the UK. Each business is independently owned.

We are extremely proud of our TMC Partners and although their skills and travel knowledge are as different as the individuals themselves, they all share a passion for business travel and a desire to tailor their travel services to the individual needs of their corporate clients.

Our Focus Partners (TMCs) work across many industries offering travel solutions to their diverse customer base. The range covers, oil and gas, entertainment, finance and manufacturing to name but a few.

Delivering technology solutions and innovation is a key part of our success and will continue to be so in the future.

We work closely with our Partners to provide them with the tools to offer their customers the most inspirational, yet affordable range of travel products. This includes the largest private nett fare content, commercials with the world's major airlines, GDS and third party technology solutions.

What you would be doing...

As Implementation & Support Executive you will report to the Business Solutions Manager and work alongside nine other members of the team. You will be working with our Support Executive to deliver support to our TMC network on various technology products, including Cytric, Atriis and other in-house tools. All the Focus team works closely together, and with our TMC Partners and Suppliers. This role will give you the great opportunity to collectively bounce ideas and learn from each other, it is very much a team effort!

The overall purpose of your role is to implement travel technology products to our TMC Partners, and provide first and second level support.

To do this you would...

- Lead the Implementation and configuration of Focus TMC partners online booking tools.
- Collaborate with Partners and Suppliers to identify priorities, deliverables and risks
- Integrate other 3rd party vendors where required
- Support Partners with 1st and 2nd level queries once live and deliver an exceptional standard of customer service
- Provide both virtual and on site training sessions to ensure our partners maximise the potential of their online booking tools (Be able to adapt courses to various audiences Account management, Consultants, Managers etc)
- Attend training courses where required to increase knowledge
- Help with content for and attend Focus Events
- Offer Assistance to Focus TMC's for client Tenders, Demos & Client training.
- Look at TMC processes and offer solution to maximise efficiency
- Evaluate training needs based on Support tickets raised
- Be able to suggest solutions to the TMC where needed. (Around client needs of a OBT and their experience using it.)

To be successful in this role, you would have experience of...

- Proven track record in implementing and supporting online booking tools (Atriis and Cytric preferred)
- Strong technical knowledge and familiarity with travel management systems
- Project management skills; Ability to monitor and manage multiple projects at one time
- Excellent communication skills
- Experience of working in a Travel Management Company
- Confidence in delivering presentations to different audiences
- The ability to plan and deliver a training session on products and services offered by Focus Travel partnership
- Wider industry knowledge and certification in either Atriis or Cytric is preferred
- Excellent at interpersonal, language and communication skills
- Good at prioritising and have excellent organisational skills
- An excellent team player
- Approachable (due to remote working)
- Able to work independently with a level of autonomy
- A strategic thinker
- An excellent problem solver and decision maker
- Creative and yet analytical at the same time
- A natural influencer and negotiator

What you get in return...

Immediately after you start:

- 23 days leave, increasing by a day after two years' service (to a max of 28 days)
- Birthday off and voucher every year
- Non-contributory pension scheme (employer contributes 3%)
- Employee Assistance Programme through VivUp which also includes life style savings, cycle to work scheme, health support & health cash plan
- Eye care paid for (in part up to £60)
- All IT equipment provided including laptop, screens, keyboard, mouse, adaptors

And then after 6 month probation:

- Potential 10% end of year bonus

Sounds great doesn't it? You want to apply, don't you? Here's how...

Send your up-to-date CV and a covering letter to TonyE@Focustravel.uk