

UK Operations Coordinator

Location: Newcastle upon Tyne or Penrith, Cumbria

Salary: £23,500 - £27,000

Closing date: 11th October

“What do I love most about Saddle Skedaddle? Our amazing team. A terrific mix of unique characters each with their own strengths and interests, and all with a big passion for cycling and travel.” Brad Armitage, UK General Manager

Our business...

For over 25 years we have had one simple mission: to inspire as many people as possible to travel by bike. We believe there's no better way to really experience a place, its people and its culture.

From our offices in the UK, Spain and Italy, to our guides and partners across five continents, we are one caring and passionate community built on enthusiasm, support and of course, having fun! We are looking for active people who want to make an impact in a growing business, delivering an excellent service and fantastic products you can be proud of.

Like all the best bike rides, the journey at Skedaddle can be fast paced and challenging, with changing scenery rewarding you with a sense of satisfaction and a smile on your face. If we sound like your kind of peloton get in touch.

Our role...

Reporting to our UK Operations Manager and working closely with our passionate and experienced dedicated UK team; this role is vital to the growth and development of our business in the UK. You will be working with key partners and suppliers to arrange important elements of our holidays, managing costs and payments, liaising with our sales team, and organising other logistics within the operations team.

Responsibilities will also include...

- Playing a key role in organising the logistical operations of UK activities and UK based holidays
- Processing and managing accommodation reservations
- Booking suppliers and maintaining key business relationships
- Making payments and managing supplier invoices
- Monitoring trip costs and keeping accurate records, contributing to holiday pricing
- Implementing the Operations Tools in organising and finalising UK holidays
- Assisting in the effective management of resources for UK holidays
- Maintaining holiday operational information for designated UK holidays
- Liaising with the sales team to respond to customer bookings, requests and enquiries
- Ensuring efficient and safe operation of UK based holidays
- Continuous improvement of and adherence to clear operating SOPs for UK operations
- Contribute to Skedaddle best practices and projects as necessary
- Supporting UK logistics for other tour operators as necessary
- Assisting the UK Operations Manager & operations team in their activities

You will have...

- Great attention to detail working with a high volume of tasks
- Excellent communication skills
- An organised, consistent approach - adept at prioritising and multi-tasking across many trips and activities
- A background in operations and/or administration that aims to provide an excellent customer experience
- The ability to work well within an entrepreneurial team and also complete solo tasks and goals
- A focus on consistently delivering the exceptional customer service standards synonymous with the overall Skedaddle brand/business
- A highly self-motivated and achievement orientated approach
- Positive, constructive and approachable stance and ability to carry out tasks with fairness and integrity
- A keen interest in travel, adventure and/or cycling

What we can offer you...

- One fully paid staff trip a year to experience a Skedaddle holiday
- 20% discount off further trips, including for your close friends and family
- Opportunities for flexible working
- Training and development to support your personal growth
- Discount off food and drink at our onsite café, The Cycle Hub
- Access to company bikes
- Discounts on bikes, parts, accessories and kit
- Informal office environment with bike storage, staff kitchen, hot drinks, shower, casual dress and the best view in Newcastle!
- 23 days holiday per year plus Bank Holidays
- Annual salary reviews
- Company pension scheme
- Enhanced maternity, paternity and parental leave

Interested?

If so, then please send a CV and covering letter to dan.eggleton@skedaddle.com or call 0191 432 5133 for a confidential chat with one of our fabulous team!