



Business Travel Consultant

Location: Lichfield, Staffordshire, UK

About Us

Based in the cathedral city of Lichfield in the heart of the Midlands, Access Travel Management specialises in providing companies within the Television, Film and Media Industries with a complete travel booking service. Our team of dedicated co-ordinators have decades of experience both within the travel industry and providing services to the broadcasting and entertainment industry.

You will join an established friendly and enthusiastic team within a company that recognises and rewards their staff. In return you will need to be an excellent communicator, have an eye for detail and be able to work under pressure whilst maintaining an organised professional approach. As part of the team you will arrange client travel, research locations and source availability, managing the booking process from start to finish for cast and crew.

Job Description

An exciting opportunity has arisen to join our expanding travel department. We are seeking applicants who have a passion to deliver fantastic customer service and strive to be a great communicator and offer a professional, personal and dedicated service.

The agent will be responsible for supporting a high volume, fast-paced, prestigious client base. The department is responsible for arranging and managing all aspects of travel including air, rail, ferries, vehicle hire, and taxi's and transfers.

Your Focus

- Booking all travel arrangements for a wide variety of travellers including VIP's
- Be aware of client's travel budgets and offering the best deals and routing possible
- Deliver exceptional customer service
- Process amendments, cancellations and schedule changes in a timely but efficient manner
- Monitor and Manage GDS queues and provide support when required

The Ideal Candidate

- Extensive business travel experience in a busy office environment
- Strong knowledge of Sabre GDS systems,
- Fantastic attention to detail
- Team Player, Flexible, Adaptable and able to prioritise
- Takes ownership of duties and always goes the extra mile ensuring client expectations are exceeded
- Strong Negotiator and a professional telephone manner
- Excellent time management and organisational skills
- Advanced Computer literacy (Microsoft Outlook, Word, Excel and use of the internet)
- Strong analytical skills, a creative flare and logical thinking to reach a solution



access travel management
travel specialists for the media industry

What We Offer

This is an exciting opportunity within an exciting, growing company operating within a unique niche market. You'll be working with a fantastic team of experienced professionals. We offer you a competitive salary, extensive training programme, appealing career development and a dynamic working environment.

To be considered for this position you must have previous experience in a similar role preferably within business travel. In return you will be joining a Company that recognises and rewards their staff. We offer a fantastic working environment and the opportunity to train and develop within our organisation. You should have good all-round customer service skills and experience of working in a fast-paced busy environment.

If you do not have previous experience but have an industry/travel-related qualification and a great work ethos you may also be considered.

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