

Job Description – The Learning Adventure Educational Travel Client and Bookings Officer (London/Europe)

The Learning Adventure (an educational tours brand under The Dragon Trip Group) is recruiting for a new, highly organised **client and bookings officer** to join our fast-growing London team. We're seeking people who love travel and are passionate about providing quality experiences for young people all over Europe. You'll need to be organised, efficient, and full of ideas about how to grow the business. If you're a language speaker, even better! We have six languages in the London team but are always looking to add more.

The Role:

- **Bookings:** Work closely with Operations Team to book and schedule upcoming tours.
- **Communication:** Communicate clearly with teachers about upcoming trips, answering their questions and making changes from booking to departure.
- **Documentation:** Provide documentation to travelling schools, outlining itineraries, bookings, tickets, and relevant safety information.
- **Record-keeping:** Keep efficient records of upcoming tours, including payment schedules, ticket purchases, accommodation details.
- **Systems:** Maintain accurate and thorough databases of transportation operators, hotels, and guides, and provide the Sales Team with relevant information for accurate quoting.
- **Product development:** Contribute ideas for exciting trip ideas to show off Europe to more people and give feedback on more efficient Operations processes.

Skills & Experience:

- **Effective communicator:** Able to communicate with a wide range of people from different countries, from hotel receptionists to headteachers.
- **Organised:** A careful, organised approach to work is essential for this role. Experience with **Word** and **Excel** is essential.
- **Experience:** Experience in the travel industry is desirable, but not essential, especially experience of sports tours.
- **Well-travelled polyglot:** Not essential, but working knowledge of European countries and languages is desired, especially **Spain**.

Support & Team Culture:

- **Responsibility:** You will have real responsibilities and the chance to develop the role.
- **Support:** You will receive regular training, and we'll be keen to invest time in you to ensure you succeed and develop professionally.
- **Fun, growing team:** Our London team is growing fast – regular company dinners, drinks. Excellent pub quiz skills would be a plus!
- **Travel:** For the right candidate there are opportunities to travel – with tour groups on the ground, for research and product development, and on company retreats.

Terms:

- **Flexible working:** a remote/in-person hybrid
- **Salary:** competitive

To apply for the role, please email a **CV and cover letter** to lucy.west@thedragontrip.com – **please include a paragraph on your dream travel destination.**

We look forward to receiving your application!

The Learning Adventure and The Dragon Trip are equal opportunity employers and welcome and celebrate diversity and uniqueness in all forms.