

Lifestyle Manager, Flights Specialist (London, Maidenhead, Hong Kong or San Francisco)

Ten is looking for a passionate, motivated and resourceful individual to lead the rapid growth of its 24/7 global flights business.

Ten provides award-winning intelligent support to private members, corporate clients and professional communities. Our lifestyle concierge business has offices in London, Maidenhead, Hong Kong, New York, Miami and San Francisco and is growing fast. We are passionate about service and use our insider know-how, contacts and buying power to help our members get the most from life, wherever they are in the world. We organise everything from home repairs to luxury travel, gift buying or access to exclusive restaurants, clubs and events.

You will work as a travel specialist fulfilling leisure travel requests on behalf of our members, including scheduled, no frills and chartered flight only requests from our global membership network. We work on a high volume of first and business class requests. The majority of our members are based in the UK, Russia and the Middle East and we also have offices in the US and China.

Your exceptional customer service skills, commercial judgement, skilful use of GDS booking technology, and obvious passion for travel, will result in highly satisfied members and repeat usage of Ten's services.

We are looking for:

- Two years', or more, experience in a dedicated flight sales role in a travel agency, tour operator or concierge business
- You will be a hands-on expert in one or more GDS systems, ideally Amadeus or Galileo, including complex multi-sector and round the world routing departing from all major global hubs
- You will have IATA accreditation and have worked directly with scheduled airlines
- Working knowledge of BSP procedures including credit and debit notes
- A talent for delighting customers, who expect the finest service
- A knowledge of and enthusiasm for a wide range of leisure and city destinations and types of travel
- Proven success in putting together luxury holidays for affluent clients
- Superb attention to detail especially when working under pressure

Working at Ten

We offer a competitive salary and performance-related bonuses, in addition to a range of employee benefits such as subsidised gym membership. Ten is a fun, social place to work with the opportunity for real career development. We encourage all our staff to incorporate their aspirations and interests into their career at Ten. This role could be based at Ten's London, Maidenhead, Hong Kong or San Francisco offices.

To apply

Please read the instructions on the 'current vacancies' page of www.tengroup.com then email your CV and covering letter to hr@tengroup.com