

## Job Advertisement & Job Description

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<b>Job Title:</b>	Operations Assistant
<b>Reports To:</b>	Operations Manager
<b>Based:</b>	Hybrid, working across Cambourne Head Office and home.
<b>Salary:</b>	Competitive

At **Premier Travel Agency Limited**, we have been delivering exceptional travel experiences for almost **90 years**, establishing ourselves as a **leading and award-winning independent agency** in the East and Southeast of England. Our vision is **to be the preferred local travel company, known for delivering exceptional personal service and unparalleled expertise at every stage of our customers' holiday journey** – and we need the right people to make this happen.

### About the Role

The Operations Assistant provides administrative and operational support to ensure the smooth and efficient running of day-to-day business activities.

This key role supports the Premier Travel branches, franchises, homeworkers and head office team in coordinating processes, maintaining systems and documentation and assisting in the implementation of operational improvements. The ideal candidate is highly organised, detail-oriented and proactive with strong communication skills and ability to manage multiple priorities.

### The main areas of responsibility for this role include:

- Provide day to day administrative support to the Premier Travel branches and head office teams.
- Manage the procurement, allocation, distribution and expense approval of uniforms and stationery in line with budget whilst adhering to brand standards.
- Ensure the continuous and efficient operation of essential building systems to support uninterrupted business activities.
- Serve as the primary liaison between branch managers, landlords, service providers, and contractors to address facility and operational matters.
- Manage the utility services within branches including electricity, water, gas, and alarm systems, ensuring timely payments and service continuity.
- Coordinate and schedule service providers for preventative maintenance and repair work to maintain safe and functional work environments.
- Maintain accurate records of service agreements, vendor contracts and related documentation ensuring compliance and timely renewals.
- Support and coordinate workplace health and safety initiatives to ensure compliance with regulatory standards and company policies.
- Execute administrative functions related to staff travel including distributing required documentation.
- Oversee monthly payroll review for branches ensuring accuracy, proper approvals and adherence to company policies.
- Help document standard operating procedures and workflow updates.

### What's in it for you?

We are a friendly bunch, we listen to our staff, treat everyone fairly, celebrate long service and loyalty, are flexible, fun and sociable to create the best environment we can for our employees to flourish. We offer:

- Hybrid Working – we recognise that work life balance is a high priority, our hybrid working allows you to split your time working from branches, head office and home, which strikes a great balance. After initial training we offer our head office teams to work from home up to 2 days per week.
- 21 Days Holiday plus Bank Holidays
- Standard Life Pension
- Free on-site parking at head office.
- Regular social events: Premier Travel Awards Night, Summer party, Christmas party and quiz nights
- Great discounts on your own holidays (plus generous friends and family discounts)
- An invitation to join our Premier family and experiencing a supportive company culture that fosters teamwork and cross-department collaboration
- Being treated as a person, not a number! We value all of our employees and strive to create an inclusive and welcoming work environment
- Long service awards and events

### What you'll need:

Ideally, you will have at least **2 years' experience in a similar office support role.**

Our ideal candidate will possess the following experience and skills:

- Proven experience in an administrative or operational support role.
- Excellent communication and interpersonal skills, with the ability to build positive relationships.
- Strong organisational and time-management skills with a keen attention to detail.
- Ability to work collaboratively as part of a team and manage multiple priorities to meet deadlines.
- Proficiency in Microsoft Office or Google Workspace
- Ability to multitask and prioritise effectively.
- Demonstrated ability to take initiative, anticipate operational needs and implement solutions.
- Passionate about the travel industry, with knowledge of land travel products and destinations.

### What are the hours for the role?

We are looking for someone who can work 5 days per week, Monday – Friday 9am – 5:30pm.

Whilst you get to know your team and your job role, we'll expect you to attend the office every day. Following this initial period, we offer our team hybrid working where we'll see you in the office three days a week, with flexibility to work from home on the other days.

### A bit about Premier

Premier Travel Group (made up of Premier Holidays and Premier Travel) is an independently owned, family-run travel company that has proudly been operating locally for over 90 years. Over half of the team have been with the company for more than 10 years, which says a lot about our company ethos and vast experience in providing and selling holidays.

Premier Travel Limited is the East and Southeast of England's leading independent, award-winning travel agency, with 31 branches across the region, including twelve in the Cambridgeshire area. Our Travel Consultants are renowned for their expert knowledge, exceptional service, and personal touch, which keep our loyal customers returning time and time again.

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Premier Holidays is a highly regarded tour operator in the travel industry, offering Travel Agents and direct customers their expertise and knowledge in tailor-making dream holiday experiences from a wide range of holiday destinations ranging from the Channel Islands to the Far East, Sri Lanka, Middle East, Southern Africa, Indian Ocean, USA, Canada, Australia, and New Zealand. The head office and main inbound call centre is based just outside of Cambridge where all training and office visits take place.