



Taking your business places

Role	Group Flight Coordinator
Reporting to	Head of Flights
Hours	Full time, permanent, flexible & remote working available Competitive salary, workplace pension scheme

Group Flights Coordinator with First Event

With several new client wins, we are recruiting for a Group Flights Coordinator to join our First Event family!

First Event is a UK leading Event Company that helps teams create incredible events around the globe. This is a great chance with lots of opportunity to help provide further development to a company, which has shown excellent rates of growth over the past few years. In response to the global pandemic, First Event has expanded its offering in innovative online event solutions, including the development of a new Virtual Events department, to deal with demand.

The role will work as part of our in-house Flight Team, managing group flight accounts and assisting our with all our group, flight and travel related enquiries, quotes, reservations, ticketing, amends and associated admin.

Main duties and responsibilities:

- Managing a portfolio of group flight accounts as well as assisting the Head of Flights regarding all flight requests, quotes, upgrades and deviations
- Responding to flight enquiries and quoting fares using Sabre GDS or other related airline systems and websites
- Managing own workload, being proactive and responsible for high level, group travel events with large passenger numbers
- Ensuring deadlines are met and proposals are delivered accurately
- Ticket issue for groups and ad hoc flights
- General GDS management: Flight amends, exchanges, refunds, hotel bookings, and advanced passenger information
- Administration of all bookings including confirmations, contracts, flight summaries (internal doc), budgets, manifests, contingencies, financials and reconciliation as company processes
- Out of hours flight assistance cover required and travel may be necessary
- Manage smaller groups, client holidays and VIP trips (golf trips or similar incentives) to include ground arrangements (hotels, meals, activities, transfers, financials) liaising with DMCs.
- Assist the operations and sales team when necessary with new proposals, venue finds and delegate management.



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Qualities, skills and experience

- Ideally a minimum 2 years travel industry experience, business/event travel
- Experience in Airline group flight reservations and ticketing
- GDS Sabre or similar experience essential
- IATA qualification such as Passenger Fares and ticketing (or similar) advantageous
- Knowledge of incentive travel and corporate group destinations
- Project management experience
- Ability to work on own initiative and manage own workloads
- Competent in Excel, Google drive, Google sheets, Power Point, Outlook, Teams
- Communicative, friendly, patient, diplomatic and thorough with the ability to listen, negotiate, develop and promote solutions and work well within a team and individually

Who we're looking for.

Our First Event Family is a close-knit community dedicated to providing our clients with a seamless service to help them to meet their goals and objectives.

Our events, marketing, design, finance, sales, proposals and flight departments work closely together to create bespoke events that exceed client expectations. We love that our vibrant team is made up of so many different personalities, but our company values sum up the kind of people we're looking for:

Passion | Trust | Unity | Honesty | Commitment | Fun!

These are the values that bring everyone at First Event together, making us a force to be reckoned with, and helping us to deliver the outstanding events we are recognised for.

We are a friendly bunch who work hard whilst having loads of fun along the way! Fancy finding out more?

Please email a copy of your CV and cover letter to careers@firstevent.co.uk