

Group Flights Manager (Temp)

SALARY

£32,000 per annum.

CONTRACT

Temporary (Dec 2025 - Sept 2026)
Full-time preferred but part-time considered.

BENEFITS

Healthcare scheme, enhanced pension, enhanced holidays, and the freedom of a flexible working environment.

LOCATION

North Leeds, flexible & some remote working available.

REPORTING TO

Head of Flights



FIRST
EVENT

Life at First Event

For over 20 years, we've been one of the UK's leading event agencies, creating bold, unforgettable experiences around the world. If you're passionate about making moments that matter, you'll fit right in.



At First Event, we know our success is built on the people who make it happen. A strong strategy drives growth, but it's our team that brings the vision to life.

That's why, in 2021, we became an employee-owned company – securing our creative freedom, core values, and ensuring our future independence.

We believe every First Eventer should love what they do and be proud of the unforgettable moments they create. Our culture is all about fostering a fun, supportive environment where everyone can thrive.

Oh, and did we mention we're one of The Sunday Times' Best Places to Work?

We positively encourage applications from all individuals irrespective of age, disability, gender, identity, parental or marital status, race, religion and sexual orientation.

So you want to work at **First Event?** Good choice.

FIRST
EVENT



We quite like it here too. We promise you a warm welcome and some pretty cool perks along the way!

We are looking for a Group Flight Manager to join our Flight Team on a temporary basis. This role involves managing group and corporate flight accounts, assisting the team with all flight and travel-related enquiries, quotes, reservations, ticketing, amendments, and administration. You will also deputise for the Head of Department and collaborate with the flight team to ensure quality client delivery.

About the role:

You will manage and support group flights, corporate travel, and client events from enquiry to delivery. This includes quoting fares, booking through Amadeus GDS, and handling all aspects of ticketing, contracts, budgets, and reconciliation.

You'll work closely with the Head of Flight Department, operations, and sales teams to deliver seamless travel experiences, ensuring accuracy, efficiency, and adherence to deadlines and policies.

Key responsibilities include:

- Managing group and individual flight bookings, including changes, reissues, and refunds.
- Producing travel proposals and negotiating with suppliers.
- Coordinating delegate logistics such as seating, transfers, and special services.
- Supporting smaller groups, VIPs, and client holidays, liaising with DMCs and partners.
- Providing 24-hour support when required for global events and travel disruptions.
- Driving process improvements, training, and cross-department collaboration to enhance service and profitability.
- Acting as lead for travel disruption and recovery management.



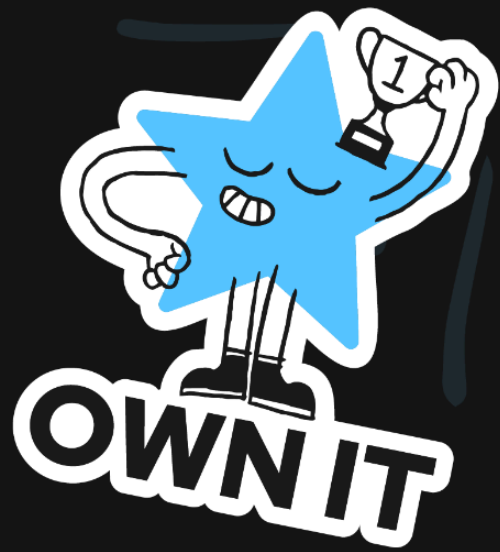
Personal Specifications

Minimum 2 years of travel industry experience, business/event travel.	Experience in airline group flight reservations and ticketing.
GDS Amadeus experience is essential, and Sabre knowledge is a bonus.	IATA qualification such as Passenger Fares and ticketing (or similar) are a benefit.
Knowledge of incentive travel and corporate group destinations.	High standards of customer service.
Proactive and confident with managing your own workload, remote working, and flexible with hours for out-of-hours and weekends when required.	Competent in Excel, Google Drive, Google Sheets, Outlook, Teams, with good presentation skills and ability to learn new systems.
Communicative, friendly, patient, diplomatic, and thorough with the ability to listen, negotiate, develop and promote solutions, and work well within a team and individually.	This is a busy, hands-on role requiring a flair for project management, exceptional customer service, and good administration skills.

How to apply: We are a friendly bunch who work hard whilst having loads of fun along the way! Please email a copy of your CV to people@firstevent.co.uk

Our Values

FIRST
EVENT



Benefits at First Event

Unlimited holidays

Healthcare scheme, you can claim back on things like dental costs, physiotherapy and massages as well as have access to a 24/7 GP helpline.

Recruitment referral bonus

Enhanced pension and salary sacrifice

EOT Bonus Scheme

Discounts (Sovereign Perks)

Access to a wide range of learning and development opportunities.

Complete flexible working

Salary Sacrifice car scheme

Family friendly policies providing enhanced maternity & adoption pay

Annual social events

Wellbeing - employee assistance programme and gym discounts

How to apply We are a new company and we work hard whilst having loads of fun along the way! Please email a copy of your CV to people@firstev

Free parking with free EV charging