

JOB DESCRIPTION – TRANSPORT OPERATIONS MANAGER

The Transport Operations Manager will be responsible for the overall delivery of Airport Transfers and provide support to the wider operations team for other transport requirements. Reporting to the Euro Sports Camps Operations Manager, they will manage a small team (including Airport Transfers Administrator), which will provide professional, safe and efficient transport for all players. The Transport Operations Manager will take lead on several administrative tasks and be the main contact for parents, agents and transport stakeholders for any Airport Transfer enquiry.

1. Overall delivery of Airport Transfers. Coordinating arrival and departure transport for players to and from five UK venues.
2. Main communication between head office and camp regarding arrival and departures. Supporting the Camp Operations Manager's with collecting and coordinating last minute bookings/changes and communicating efficiently to players, parents and agents.
3. Work with the Airport Transfers Administrator to ensure all arrival and departure information is collected and flight information is thoroughly checked prior to arrival and departure days.
4. Responsible for communications with parents, agents and key stakeholders for any transfer related enquiries. Regularly monitoring the transfers inboxes and communicating with the sales team to ensure all enquiries are dealt with accordingly.
5. Assist the Euro Sports Camps Operations Manager with the recruitment of Airport Staff and ensure all new staff are on-boarded correctly, including collecting DBS information and other accreditations.
6. Develop and deliver a training programme to ensure Airport Staff have adequate training to complete their role professionally and efficiently.
7. Manage the staff rota for each arrival and departure day, ensuring Airport Staff are prepared with correct uniform, signage and information to perform their role.
8. Work alongside the Camp Operations Manager's to support Camp Staff that are required to complete airport duty, ensuring all Airport Shuttles depart with staff member on-board.
9. Main contact for Unaccompanied Minors and UK Border Control to help support players entering the UK.
10. Support the wider operations team with other transport related requirements, including excursions and UK based tours.

PERSON SPECIFICATION

All staff will contribute to the overall smooth running of our programmes. Ultimately the safety of children is paramount, and the high standards expected of working with top brands needs to be maintained. We expect high personal standards, friendly, positive and approachable staff who will always remain professional and calm. Staff will be able to handle sensitive situations well, adhering to confidentiality and data protection guidance, have excellent organisational skills, be good role models and be able to contribute to a positive working environment.

THE IDEAL CANDIDATE WILL:

1. Have administrative experience
2. Excellent communication skills
3. Be calm under pressure
4. Maintain excellent attention to detail
5. Have customer service experience (dealing with phone and email enquiries)
6. Have an understanding of confidentiality and data protection issues
7. Be able to prioritise workload effectively and demonstrate excellent organisational skills

LOCATION

- April/May – July: Central London office, located near Oval Station.
- July – August (During Camp): Central London office, other than Arrival and Departure Days (Sunday & Monday), which will be based at London Heathrow.
- Flexibility to work off-site from time to time other than Arrival and Departure Days

HOURS

- April/May – July: 37.5 hours per week: Mon – Friday 9am – 5:30pm
- July – Aug: 37.5hours per week: Wed /Thur – Mon **(must be available every Sunday and Monday from 3rd July to 20th Aug – Also expect workload on Saturdays, but will be more casual)**
- Due to the nature of our business, there will be times when you need to work long hours, weekends and bank holidays.

TO APPLY

Please include CV and Cover Letter outlining how you meet the specifications listed above and why you'd like the role. Applications without a Cover Letter will not be considered.

Please apply via our application portal [HERE](#) or send applications to recruitment@cmtlearning.com including "Transport Operations Manager" in the email subject. Any questions can be sent to this email address.

Closing Date: 6/3/2023

Website: <https://www.eurosportscamps.com/>