



## Travel Operations Specialist

### Journeys With Purpose

*January 2026*

### Our Mission

Journeys With Purpose is an award-winning impact travel company. We offer immersive experiences to the wildest corners of the world that catalyse the celebration and advancement of nature conservation. Our mission is to empower global change by restoring our relationship with the natural environment. A journey with purpose is an opportunity to create lasting positive impact with the people and the places our guests engage with.

We are an ambitious and driven team of passionate individuals who are looking to be part of an exciting journey to drive lasting, positive change for the planet, within a young and growing company where everybody's voices are heard and valued.

### Role Summary

We are seeking a meticulous and highly organised **Travel Operations Specialist** to join our growing team. Reporting to the Head of Operations, this role is ideal for someone who is passionate about delivering seamless, high-quality client experiences.

Once a booking has been confirmed by the sales team, you will take the lead on all operational delivery. This includes managing client requests, booking administration and supporting clients throughout the pre-travel and in-trip phases. You will also be responsible for adding the thoughtful, personalised and impactful touches that make every journey uniquely JWP. Acting as one of the main points of contact while clients are travelling, you will troubleshoot issues in real time, coordinate solutions with partners on the ground and ensure journeys run smoothly from start to finish.

This role suits someone with exceptional attention to detail who is calm under pressure, proactive, curious and motivated by delivering high-touch, values-led service. You will manage multiple global trips simultaneously and communicate confidently and professionally with clients, suppliers and internal teams.

Our ideal start date is the **middle of February 2026**.

The most important aspect of our recruitment process is a rigorous review of shared values and attitude. We are looking for:



- Individuals who are motivated by making a positive social and environmental impact
- People who act with honesty, openness and integrity in every interaction
- Teammates who value inclusivity and respect for diverse perspectives and experiences
- Creative and ambitious thinkers with a collaborative, can-do spirit
- Colleagues who prioritise wellbeing and contribute to a supportive team culture

## Key Responsibilities

- **Client & Travel Operations Support:** Work closely with the sales team post-booking, taking the lead on client requests, reservations and detailed booking administration.
- **In-Trip Client Support:** Act as a primary point of contact for clients while they are travelling, responding promptly to issues, coordinating with partners and suppliers and resolving challenges calmly and creatively.
- **Itinerary & Documentation Management:** Manage itinerary amendments, add-ons, pricing updates, final travel documents and pre-departure information, ensuring accuracy and timeliness.
- **Payments & Administration:** Support invoicing and payment collection for additional services, ensuring records are accurate and up to date.
- **Client Experience & Service Delivery:** Deliver a warm, professional and highly personalised experience before and during travel, anticipating needs and ensuring clients feel supported at every stage.
- **Relationship Management:** Build strong working relationships with clients, suppliers and internal stakeholders, acting as a trusted and reliable representative of Journeys With Purpose.
- **Operational Coordination:** Manage multiple trips simultaneously across time zones, including large group bookings, ensuring accuracy, deadlines and attention to detail.
- **Creative Enhancements:** Support the delivery of thoughtful, personalised touches and meaningful moments that elevate each journey and reflect the JWP ethos.
- **Product Content & Itinerary Support:** Support the maintenance of our product database by contributing accurate content on properties, destinations, projects and experiences, ensuring itineraries are well-informed, up to date and operationally sound.
- **Collaboration:** Work closely with sales and marketing teams to ensure seamless delivery, aligned communication and continuous improvement.
- **Travel Product Knowledge:** Maintain strong knowledge of JWP destinations, partners and experiences to support accurate operations and informed client guidance.

## Qualifications & Attributes

- **Experience:** 1-3 years' experience in operations, travel coordination, hospitality, events, or client service roles. Luxury travel experience is advantageous but not essential.

- **Organisation & Attention to Detail:** Exceptionally organised, detail-oriented and comfortable managing multiple trips, clients and deadlines simultaneously.
- **Communication & Client Care:** Confident, warm and professional communicator, comfortable managing live travel situations by phone and email.
- **Problem Solving:** Calm, solutions-focused mindset with sound judgement and the ability to act decisively when issues arise.
- **Collaboration & Autonomy:** A collaborative team player who is equally confident working independently.
- **Adaptability & Curiosity:** Open-minded, curious and eager to learn, with the confidence to suggest improvements and adapt as the business evolves.
- **Values & Purpose:** A genuine passion for conservation, rewilding, sustainable travel and socially responsible business practices.
- **Technical Skills:** Strong written and numeracy skills; proficiency in Google Workspace, CRM systems (HubSpot) and travel itinerary software (Spark Travel) is a plus.

## What We're Offering

- Competitive entry-level salary (dependent on location and experience, salary bracket declared in first interview)
- Performance-based bonus/commission scheme
- Work laptop and phone
- Company pension plan
- Enhanced parental and other paid leave policies
- At least one familiarisation trip per year (from six months after probation)
- Inclusion in the company travel insurance policy prior to your first trip
- 28 days holiday plus public holidays, increasing by a day with each year's service
- Two paid 'journey days' per year if you choose low-carbon alternatives to flying on holiday
- One team and one personal optional volunteering day per year

## Location & Eligibility

Our company headquarters are in London and this role is offered as a UK employment contract for candidates eligible to work there. Please note we are not able to support visa sponsorship.

We are also open to remote applications from international candidates. Those based outside the UK would be engaged as independent contractors, responsible for their own local taxes and compliance. Please note that some of the employee benefits outlined above are exclusive to UK employees. Destination specific benefits will be specified in the first interview.



Due to the nature of luxury travel, many of our journeys take place during peak periods, including the festive season. As a result, there is an expectation that the Travel Operations Specialist will be available to support travelling clients during these times, supported by our local partners, including occasional evenings when journeys are in progress.

## **Application Process**

Application closing date: **Sunday 8th February 2026**

1. Submit your CV and one-page cover letter to **[careers@journeyswithpurpose.org](mailto:careers@journeyswithpurpose.org)**.
2. Short take home task
3. Interview with Eliza, our Head of Operations, and Annie, our Head of Destination Management
4. Interview with Venetia, our Managing Director
5. Team afternoon in our London office (or remotely if you are an international candidate)
6. References that offer direct verbal feedback to our enquiries, and final offer

Journeys With Purpose celebrates diversity and is committed to creating an inclusive environment for all employees. If there's anything we can do to accommodate your specific situation, please let us know.