

### **UK Operations Coordinator**

**Location:** Newcastle upon Tyne or Penrith, Cumbria

**Salary:** £24,570 - £27,000

**Hours:** Mon to Fri 09:00 to 17:30

**Contract:** Full time

**Closing date:** 31st March 2025

*"Operations is a really rewarding team to be a part of. Working hard in the background to resource our UK trips, from accommodation and restaurants to guide teams, bikes and vehicles, we're key part of the excellent customer feedback and repeat business we receive at Skedaddle. I've been working with Skedaddle for over 8 years now and I still thoroughly enjoy working here. We have an amazing UK team, all passionate about cycling and travel, and each with their own strengths playing a key role in our success."* **Dan Eggleton, UK General Manager**

### **Our business...**

For almost 30 years we have had one simple mission: to inspire as many people as possible to travel by bike. We believe there's no better way to really experience a place, its people and its culture.

From our offices in the UK, Spain and Italy, to our guides and partners across five continents, we are one caring and passionate community built on enthusiasm, support and of course, having fun! We are looking for active people who want to make an impact in a growing business, delivering an excellent service and fantastic products you can be proud of.

Like all the best bike rides, the journey at Skedaddle can be fast paced and challenging, with changing scenery rewarding you with a sense of satisfaction and a smile on your face. If we sound like your kind of peloton get in touch.

### **Our role...**

Reporting to our UK General Manager and working closely with our passionate and experienced dedicated UK team; this role is vital to the growth and development of our business in the UK. You will be working with key partners and suppliers to arrange important elements of our holidays, managing costs and payments, liaising with our Customer Experience team, and organising other logistics within the Operations team.

### **Responsibilities will include...**

- Carrying out operational admin and playing a key role in organising the logistical operations of UK activities and UK based holidays
- Processing and managing accommodation reservations
- Booking suppliers, building and maintaining key business relationships
- Making payments and managing supplier invoices
- Monitoring trip costs and keeping accurate records, contributing to holiday pricing
- Implementing the Operations Tools in organising and finalising UK holidays
- Assisting in the effective management of resources for UK holidays
- Maintaining holiday operational information for designated UK holidays

- Liaising with the Customer Experience team to respond to customer bookings, requests and enquiries
- Ensuring efficient and safe operation of UK based holidays
- Continuous improvement of and adherence to clear operating SOPs for UK operations
- Contribute to Skedaddle best practices and projects as necessary
- Supporting UK logistics for other tour operators as necessary
- Assisting the UK General Manager & Operations team in their activities

#### **You will have...**

- Great attention to detail working with a high volume of tasks
- Excellent communication skills
- An organised, consistent approach - adept at prioritising and multi-tasking across many trips and activities
- A background in operations and/or administration that aims to provide an excellent customer experience
- The ability to work well within an entrepreneurial team and also complete solo tasks and goals
- A focus on consistently delivering the exceptional customer service standards synonymous with the overall Skedaddle brand/business
- A highly self-motivated and achievement orientated approach
- Positive, constructive and approachable stance and ability to carry out tasks with fairness and integrity
- A keen interest in travel, adventure and/or cycling

#### **What we can offer you...**

- One fully paid staff trip a year to experience a Skedaddle holiday
- 20% discount off further trips, including for your close friends and family
- Opportunities for flexible working
- Training and development to support your personal growth
- Discount off food and drink at our onsite café, [The Cycle Hub](#)
- Access to company bikes
- Discounts on bikes, parts, accessories and kit
- Informal office environment with bike storage, staff kitchen, hot drinks, shower, casual dress and the best view in Newcastle!
- 23 days holiday per year plus Bank Holidays
- Annual salary reviews
- Company pension scheme
- Enhanced maternity, paternity and parental leave

As a global company we know the value of embracing a wide range of cultures, viewpoints and experiences. Building an inclusive team that embraces individuality allows everyone to be themselves, be happier and do better work so we welcome diversity in all its forms.

#### **Interested?**

If so, then please send a CV and covering letter to [dan.eggleson@skedaddle.com](mailto:dan.eggleson@skedaddle.com) or call 0191 432 5133 for a confidential chat with one of our fabulous team!