

UK Operations Manager

Location: Penrith, Cumbria or Newcastle Upon Tyne

Salary: £30,000 - £36,000

Closing date: 18th October

“What do I love most about Saddle Skedaddle? Our amazing team. A terrific mix of unique characters each with their own strengths and interests, and all with a big passion for cycling and travel.” Brad Armitage, UK General Manager

Our business...

For over 25 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 UK team; this role is vital to the growth and development of our business in the UK.

With a focus on consistently delivering exceptional customer service standards synonymous with the overall Skedaddle brand and business; the successful candidate will take a leading role in managing the operation of all UK holidays and activities, to ensure they are well planned and executed and key standards are upheld.

Responsible for managing operations staff, key stakeholders, partners and suppliers; the successful candidate will oversee trip planning and logistics, resourcing, payments, many aspects of guide preparation, as well as taking a key role in Health and Safety implementation. The Ops Manager will work to maximise customer feedback scores for our UK destinations and deliver consistently excellent holidays.

Responsibilities will also include...

- Ensuring the efficient and safe operation of UK based holidays, including problem solving and incident management
- Building long-term and positive relationships with internal and external stakeholders, partners, and suppliers
- Playing a key role in organising the logistical operations of UK activities and UK based holidays
- The efficient management and use of the main Operations Tools for the UK (including Resource Management System, Accommodation Database)

- Playing a key role in organising and delivering information and direction to UK-based guides and suppliers
- Maintaining holiday operational information for designated UK holidays
- Managing key trip resources and coordinating operational tasks for UK trips
- Supporting UK logistics for other tour operators as necessary
- Contributing and maintaining Health & Safety aspects and standards of Skedaddle UK operations
- Effective resource planning of guides, suppliers and partners for UK trips
- Coordinating between Penrith & Skedaddle Cycle Hub to ensure all resources are available and maintained
- Maintaining a focus on improving operational efficiency and quality improvements for UK holidays
- Contributing to the production of an annual timeline of activity and delivery to this plan
- Contributing to delivering key activities against operations budget and trip budgets
- Contributing to the development of product standards
- Assisting in the development of holiday pricing and scheduling of all UK holidays
- Producing monthly reporting
- Managing supplier invoices and scheduled payments
- Assisting the UK General Manager in their activities
- Sharing your passion for travel, adventure and/or cycling
- Other activities and projects as required

You will have...

- The ability to work well within a team, the ability to lead, and to complete solo tasks and goals
- An operational background, experienced with planning and implementing, using a variety of systems and tools
- An organised, consistent approach - adept at prioritising and multi-tasking across many trips and activities, maintaining an excellent attention to detail
- A customer orientated approach and commitment to problem solving which satisfies customers, suppliers and alike
- Excellent communication skills, providing clarity, efficiency and driving results while working through multiple tasks and projects
- 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
- A positive, constructive and approachable stance and ability to carry out tasks with fairness and integrity
- A keen interest in cycling and/or travel

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, 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



Interested?

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