

LUXURY BOLTHOLES

Luxury Travel Administrator

- Start date:** With immediate effect
- Position:** Permanent contract working Monday to Friday 9am to 5.30pm
- Location:** From home / Owners' home office in West Wittering
- Salary:** Starting salary is dependent on experience
- Holiday:** 20 days paid holiday plus bank holidays and your birthday off (on completion of your Probation period)

Our Story

Founders Kate and Ed Hector are a husband-and-wife team from West Wittering. With collective expertise in the interiors and property markets, including managing holiday homes in Cornwall and Wales, they're bringing a fresh take on the self-catering stay.

Combining design-led homes with a tailored service Luxury Boltholes are offering all the benefits of a boutique hotel with the privacy and freedom of a country retreat.

Kate and Ed are passionate about their brand and committed to changing the way people holiday in the UK.

Luxury Boltholes will be launching in 2022.

The Role

This is an exciting opportunity for an enthusiastic, proactive individual to join our revolutionary travel start-up.

The focus of this role is administration; however, you will also be required to support other areas of the business such as sales, marketing, and concierge.

You will need to be extremely organised, detail-orientated, and able to manage multiple tasks with competing deadlines. Excellent written and verbal communication skills are essential as you will be liaising with our discerning customers, partners, and property owners.

You must be local to West Wittering, know your way around Sussex, and have a genuine interest in travel, property, and design. Relevant experience, and knowledge of the UK luxury travel industry will give you a strong advantage. Long-term commitment is crucial.

Duties and Responsibilities

- General administration
- Managing and maintaining systems
- Updating the website and digital welcome apps



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Duties and Responsibilities cont.

- Creating contracts and presentations
- Liaising with property owners and guests
- Managing bookings and maintaining the availability calendar
- Staying on top of guest and owner communications
- Resolving property and customer related issues
- Assisting company photo shoots and films
- Recommending concierge services
- Creating itineraries and local area guides
- Speaking to partners and suppliers
- Keeping up to date with property news, events, and market changes
- Finding fresh content for the apps, blogs, social media, and newsletters
- Assisting with digital and non-digital marketing campaigns, SEO optimisation and web updates
- Updating records and databases
- Basic budgeting and bookkeeping procedures

Experience and Skills

- At least 10 years' experience at a professional level, and 2 years in an administration role
- Travel, hospitality and/ or customer service experience would be ideal
- Proficient in Excel, Power Point, Word, and Outlook
- Excellent verbal and written communication skills
- Must have a friendly, confident phone manner
- Self-motivated
- A good team player
- Accuracy and attention to detail
- Strong brand and commercial awareness
- Reliable, honest, and trustworthy
- A full, clean UK driving license, and access to a car

How to Apply

If you would like to be considered for this position, please send your CV and covering letter to kate@luxuryboltholes.com explaining why you're perfect for the role.

To find out more about Luxury Boltholes please explore our landing page: luxuryboltholes.com
Our new, state-of-the-art, design-led website will be available from launch.

You will also find us on Instagram, Facebook, and LinkedIn.

