

Join our

XSEM HEROES

Travel and Rewards
Administrator

VACANCIES

Do you have the energy, passion, skills and 'can-do' attitude to be a workplace superhero? Well, that's a happy coincidence – because we're hiring.

We're on the lookout for an experienced Travel and Rewards Administrator to join an award-winning brand engagement agency that thrives on making people happy – our clients, our partners and our staff.

As Travel and Rewards Administrator, you will administrate our VIP reward schemes and individual travel arrangements.



About us

At #TeamXSEM, we like to think of ourselves as creative superheroes! Why? Because we create unforgettable experiences for clients across the globe, with game-changing results that keep them coming back for more.

From marketing and brand activations to events and company reward schemes, we dig deep to get to the heart of our clients' challenges, then use our energy and creativity to overcome them. In short, we make people happy!

What's in it for you?

This is a permanent role based at the rather lovely XSEM HQ in Leeds City Centre, with the option of hybrid working and flexible hours (2 days working in the office is required - Tuesdays and Thursdays).

The salary is based on experience.

The right person will also enjoy our brilliant employee benefits package which includes all the usual stuff—a healthcare cash plan, training, employee referral scheme and long service awards plus a few extras: team activities and away days (such fun) and an enhanced parental leave and company pension. Oh, and we're a dog-friendly office. Yes, we like to make dogs happy as well as people.

The role

- Planning: generating new reward scheme ideas/travel packages and creating reward scheme proposals. Accurately managing travel spreadsheets, and itinerary templates and calling customers to explore their travel preferences.
- Financial: itinerary budgeting, liaising with suppliers for collecting invoices and commissions, and credit card reconciliation.
- Travel administration: managing multiple email inboxes, new travel bookings, current travel packages, and communicating details to customers. Liaising with suppliers and handling phone queries.
- You'll be the main point of contact for customers redeeming their rewards.

About you

- Bursting with creativity, enthusiasm and ambition
- 2 years travel agency experience
- Amadeus experience preferred
- Hardworking, honest and oozing with initiative
- 2 years administrative experience
- Strong prioritisation skills
- Excellent attention to detail
- Accurate communication
- Strong organisational and multitasking skills
- Exceptional customer service
- A passion for travel
- Budgeting
- Proficient using Microsoft Word, Excel, PowerPoint and Outlook and Teams
- Passion to progress your career in a growing and supportive company
- Top-notch team player

How to apply

If you want to become part of our fun little work family here at #TeamXSEM – and think you've got what it takes – email your stand-out CV and cover letter to careers@xsem.co.uk

