



## Groups & Tailormade Account Executive

Irish owned and operated, Travel Department is a leading provider of guided group holidays, delivering memorable holidays to 1000s of people in Ireland and the UK. We've been operating for nearly 30 years, bringing customers to wonderful destinations all over the world. Our team create fully guided group holidays that include everything from flights, accommodation, excursions to iconic sights and experienced local guides. Our customers come back time and time again thanks to our range of incredible destinations and to the best-in-class service that we provide.

With headquarters close to Dublin's vibrant Dockland area and the city centre, our greatest strengths are our people, our scale, our market leading position in Ireland and our unrivalled experience. Our team are experts, and all have one crucial thing in common – we are all passionate about travel.

We have a great opportunity for a Groups & Tailormade Account Executive. The successful candidate will report to our Groups & Tailormade Account Manager.

### About the Role:

Groups and tailormade tours involve arranging holidays for groups of 10 or more people. This role is responsible for managing group bookings across our existing tour portfolio, as well as creating customized itineraries to meet specific client requirements. Working with the Product, Marketing, Operations & Sales team, this role involves developing new business to meet business targets and increasing retention and bookings from existing customers via sustained business development activities.

### The role will include but will not be limited to the following duties:

- To grow the volume and profitability of Groups & Tailormade business for Travel Department & TD active Holidays from both repeat and new customers meeting business targets.
- To identify and develop new Groups & Tailormade business opportunities by implementing new initiatives to drive the business forward.
- To identify and implement marketing campaigns with the marketing team to develop new business.
- To work within a system that will maximise response time to enquiries whilst liaising with the product team to improve processes.
- To research and develop Tailormade itineraries and holidays to new destinations, liaising with internal and external stakeholders.
- Booking and administering services with inbound operators, hotels, coach companies and guides.
- To coordinate the needs of Groups & Tailormade organisers, from first enquiry through to post trip evaluation ensuring that they received exceptional customer service throughout.
- Liaise with managers and other business stakeholders to deliver on targets.

### Skills & Experience required:

- The role requires someone who has a high degree of self-motivation, a passion for selling, personal ambition and resilience and persistence.
- A proven track record to reach and exceed planned targets for growth.
- Critical thinking and problem-solving skills.
- Strong presentation skills, a confident and authoritative speaker.
- A passion for travel and selling.
- Effective communication with clients, colleagues and suppliers to form meaningful professional relationships.
- Excellent sales and customer service skills.
- High levels of numeracy in order to accurately price tours and produce reports on business performance.
- Positive attitude and the ability to work independently in a busy environment.
- Flexibility to work both normal hours and some evenings and weekends (limited).
- A minimum of 3 years' experience in similar roles is required.



# Travel Department

The World Discovered Together

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**Salary / benefits / etc for the right candidate:**

- Full-time role.
- Usual working days / hours: 9am to 5.30pm Monday to Friday.
- Hybrid working with 2 days a week in our Dublin office based in Dublin 2, served by many transport links.
- Salary commensurate with experience.
- 20 days Annual Leave that increases based on service.
- Dynamic and exciting industry and work environment

If you would like to apply for this role, please email a short cover letter along with your CV to [alison@traveldepartment.ie](mailto:alison@traveldepartment.ie)

The closing date for applications is Friday 10<sup>th</sup> of April 2026.

Only applicants who are selected for interview will be contacted.