

JOB DESCRIPTION: BUSINESS TRAVEL CONSULTANT
REPORTING TO: OPERATIONS MANAGER
LOCATION: REMOTE (home working)
CLOSING DATE: 30 JUN 2026

Purpose of the Role

As a Business Travel Consultant, you will manage and support a diverse portfolio of SME and VIP clients, delivering exceptional, personalised corporate travel. You'll build strong, trusted relationships with both travel bookers and travellers, ensuring every journey aligns with client goals - whether that's cost optimisation, efficiency, or duty of care.

At MIDAS Travel, we're entering an exciting phase of growth and innovation. This is a fantastic opportunity to bring your ideas, showcase your expertise, and make a meaningful impact from day one within a supportive and forward-thinking team.

We are committed to your growth, offering ongoing training, upskilling opportunities, and support to help you develop your product knowledge and build a rewarding career within the business.

Key Responsibilities

- Deliver a consistently high standard of personalised service, exceeding client expectations at every opportunity
- Manage and support bookings across multiple platforms, including both online tools and offline requests
- Handle travel queries, amendments, and cancellations with efficiency and care
- Work closely with clients to understand and adapt to their individual travel policies and evolving requirements
- Proactively identify ways to enhance the traveller experience, ensuring smooth, stress-free journeys
- Build strong, long-lasting relationships with clients and internal stakeholders

About You

We're looking for someone who is passionate about delivering exceptional customer service and thrives in a fast-paced environment. You take pride in attention to detail and enjoy finding solutions that make travel easier and more seamless.

Skills, Knowledge & Experience

- Previous experience in business travel (ideally 2+ years)
- Working knowledge of GDS systems (Travelport preferred) and online booking tools
- Excellent communication skills, both written and verbal
- Strong relationship-building skills with a collaborative mindset
- High attention to detail and commitment to service excellence

What You'll Bring

- A proactive, client-first approach with a genuine desire to help others
- The ability to identify opportunities to improve travel experiences, such as optimising itineraries, arranging transfers, or supporting entry requirements and check-in processes
- Flexibility and adaptability to changing client needs and priorities

Our Values

At MIDAS Travel, our values guide everything we do:

- Move Forwards – Embrace progress and new ideas
- Inspire Others – Lead with positivity and purpose
- Drive Change – Be open, agile, and innovative
- Achieve Trust – Build strong, reliable relationships
- Succeed Together – Collaborate and support one another

Why Join Us?

- Be part of a growing, dynamic business where your voice matters
- Opportunity to make a real impact from day one
- Supportive, collaborative team culture
- A role that values both expertise and potential

NEXT STEPS:

If you believe this is the role for you, please send your CV to careers@midas-travel.com