

# ANGAMA

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## **GROUP & SPECIAL INTEREST TRAVEL PLANNER NAIROBI OR JOHANNESBURG**

*Angama is recruiting an experienced Group & Special Interest Travel Planner to join the Angama Safaris team. An exciting opportunity for a detailed professional to oversee all group reservations, including, but not limited to: travel arrangements, experiences and programmes, as well as travelling to Kenya to be on-property to run the smooth operations of these complex itineraries for our guests.*

The ideal candidate will be an independent individual who:

- Is driven, curious, guest-focused and loves creating unforgettable journeys for groups of travellers
- Has a fastidious attention to detail and delights in the alignment of even the smallest of components
- Is fanatical about service and delighting guests 24/7
- Has a good working knowledge of the complexities of travel within East Africa
- Is articulate both in the written and spoken word
- Is motivated, proactive and doesn't need to be micro-managed
- Is naturally empathetic and easily holds others' concerns
- Works well under pressure and can keep their sense of humour in a crisis
- Can naturally assimilate the Angama brand and its core values of Respect, Honesty, Courage, Joy & Ubuntu, including Angama's approach to transparency and, most importantly, teamwork

The role's primary responsibility is to seamlessly plan East African travel arrangements for groups and guests with special interests, indirectly with Angama's global trade partners or directly with guests, including:

- Responding timeously and courteously to enquiries from all over the world
- Interpreting often-vague requests and translating them into travel plans
- Curating every element of an itinerary according to guests' personal preferences and tastes (and budgets!)
- Hosting group bookings at Angama properties in East Africa
- Managing group terms and conditions
- Gently steering guests and trade partners through the often stressful booking process
- Converting enquiries into confirmed itineraries
- Enquiring, holding, and booking partner travel arrangements within East Africa, including air, ground transport, accommodation and other services
- Ensuring booking details are accurately reflected in the system, including quoting, invoicing, guest information and other pertinent details
- Providing real-time, internal feedback while guests are in-country
- Liaising with the finance team to ensure collections are timely, yet communicated kindly
- Ensuring system database integrity when quoting
- Other duties as directed from time to time by the Travel Manager

Candidates who meet all the below requirements will be at a distinct advantage:

- Educated to a tertiary level
- Demonstrable knowledge of high-end East African accommodation providers & travel logistics, including well-established relationships with stakeholders
- A minimum of 10 years of experience in the tourism or hospitality industry, including relevant experience such as a group travel planner or on-property events planner
- Experience working with ResRequest or similar reservations or tour operating systems



Remuneration will be market-related and commensurate with a position of this standing. The position could be based in Angama support offices in Johannesburg or Nairobi. Interested applicants who can demonstrate the required attitude, skills and experience are encouraged to submit their CV, a supporting note, and an informal video of no longer than 2 minutes to [kristin.vanlelyveld@angama.com](mailto:kristin.vanlelyveld@angama.com).

#### **ABOUT**

*Swahili for 'suspended in mid-air', Angama offers high-touch safari experiences in one-of-a-kind locations across East Africa. Innkeepers at heart, the team finds joy in looking after guests and reconnecting them with the natural world. To create opportunities and make a tangible difference to the communities and ecosystems it operates in, Angama leases from landowners, hires locally and supports education, healthcare & conservation projects through its Foundation.*

*Its flagship property, Angama Mara, sits 1,000 feet above the Maasai Mara, where guests are spoiled for choice exploring the park's abundant wildlife and enjoying an array of experiences at the lodge. Angama Safari Camp, an exclusive-use tented camp found in the heart of the Mara Triangle, has its own dedicated staff and all the comforts of 21st century camping. And in the shadow of Mount Kilimanjaro lies Angama Amboseli, an intimate lodge set in a private wildlife sanctuary — a refuge for some of Africa's last Super Tusker elephants — opening November 2023.*