

Loyalty Club Concierge, Simpson Travel

Full-Time

Reports to: Operations Director

Location: UK (Hybrid arrangement, office base in Richmond, Surrey)

Working at Simpson Travel

Working at Simpson Travel is an opportunity to be part of a passionate, highly motivated team committed to delivering excellent customer service. With over 40 years of industry heritage, we offer award-winning travel experiences rooted in personal service, deep destination knowledge and a culture that values authenticity, collaboration and high standards. [Simpson Travel](#)

We're currently in a period of ambitious growth and transformation, and the Loyalty Club Concierge will play a pivotal role in enhancing our most treasured customer relationships.

The Role

Our Loyalty Club is central to the ongoing success of Simpson Travel, representing over 3,500 valued clients and significant annual revenue. This role is about creating and nurturing long-term relationships, acting as the trusted point of contact for our most loyal travellers, and delivering an elevated concierge-style experience from booking through post-holiday follow-up. You'll respond to holiday enquiries, curate pre-departure plans, handle feedback and complaints, and help drive improvements that increase satisfaction and retention.

This role combines customer service excellence, strategic insight and operational ownership. You'll be accountable for ongoing process improvement and working closely across the business to elevate the Loyalty Club experience.

Key Responsibilities

- Organise and book pre-holiday activities, accommodation, airport parking and in-resort experiences
 - Manage customer communication across all touchpoints with accuracy and speed
 - Handle pre-departure concerns and complaints with a focus on retention and service excellence
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What We're Looking For

- A genuine desire to deliver exceptional customer service
- Natural empathy and confidence handling complex conversations
- Excellent telephone manner and high standard of written and spoken English
- Highly organised with attention to detail
- Ability to work to deadlines and manage pressure effectively
- Strong commercial acumen and ability to build relationships
- Flexibility, resilience and a positive, proactive approach
- Passport and willingness to travel when required

If you're excited by delivering exceptional experiences and driving long-lasting customer loyalty, we'd love to hear from you.

 **To apply:** please send your CV and cover letter to **careers@simpsontravel.com**