



Careers at ABTA

Helping people to travel with confidence



Introduction

Hello, I'm so pleased that you're thinking of joining the ABTA team.

As the largest travel association in the UK, our brand is well regarded and valued by consumers, government and other audiences. We pride ourselves on having a collaborative culture, with colleagues who are passionate about the travel industry as well as our role and influence within it.

It's an exciting and fast-moving industry which makes our business and the work we do both inspiring and fulfilling. Everyone should enjoy their job at ABTA, and approach it with energy, positivity, a desire to succeed and a willingness to embrace change as the travel sector evolves.

I do hope that the information which follows helps you share my enthusiasm about ABTA and understand why it's a great place to work and build your career.



Mark Tanzer
Chief Executive Officer

“A great place to work and build your career”



About us

We're ABTA.

A trade association for UK travel agents, tour operators and the wider travel industry. For over 70 years we've helped our members run successful travel businesses, and provided travellers with advice, guidance and support.

We are a London Living Wage and Disability Committed employer, encouraging a culture where colleagues are supportive of each other, working in collaboration and drawing on expertise from other teams.

We're a hybrid-working company, balancing working in a collaborative environment from our open-plan office in the heart of London Bridge, along with time working from home.

“We encourage a culture where colleagues are supportive of each other”



Our values

Be There

We are always ready and prepared to help our members, customers and colleagues with a positive attitude. We are encouraged and empowered to make clear, timely and informed decisions, even when faced with the unknown.

Be Trusted

We are proud to be part of an award-winning brand in the travel industry, passionately providing quality support and advice in a fair, equitable and consistent way. We aim to be approachable and reliable, in order to do a good job for the industry and each other.

Be Ambitious

Although we need to be risk aware, we have the confidence to be bold and visionary, and the insight to make calculated risks to transform the way we work. We encourage each other to push the boundaries of what's possible.

“ We are proud to be part of an award-winning brand in the travel industry ”



Our policies

Equity, diversity & inclusion

At ABTA, we believe that when people feel accepted for who they are, we can maintain a culture of energy, positivity and a desire to succeed.

That's why we want to recruit, retain and grow a high-calibre workforce who can provide expertise to our members and wider industry. Our aim is that all colleagues can feel comfortable and be themselves at work.

“ We want to recruit, retain, and grow a high-calibre workforce ”

Sustainability

We believe that travel and tourism is a powerful force for good: creating economic and social value, and boosting investment not only for destinations where many livelihoods depend on tourism, but also here in the UK. Travel companies are addressing the environmental and social challenges that tourism faces.

And we are working with our members, their suppliers, destination authorities, travellers, the wider industry, and UK policy makers to build a more sustainable tourism industry.

“ We believe that travel and tourism is a powerful force for good ”

Our benefits

There should be more to the workplace than, well, work.

In the following pages we showcase the fantastic benefits on offer for all of our colleagues, across all stages of life.



Make time for yourself

Annual leave

We offer 25 days of annual leave with the option to buy and sell holidays. Plus, we give you two additional winter days off around Christmas, as well as an extra celebration day!

Hybrid working

We have a great open-plan office in the heart of London Bridge, next to bustling Borough Market. You're welcome to come into the office as much as you want, but we also appreciate that working from home is convenient and often needed for our colleagues. We require staff to come into the office at least two days a week, but you may be asked to come in more than that, if needed.

Flexible working

For various reasons, sometimes a change in the way you work is necessary, even if only as a one-off or on a temporary basis. At ABTA we have a flexible working policy which means, if needed and with your line manager's permission, you can incorporate agreed changes into your working arrangements.

“ At ABTA we have a flexible working policy ”



Look after yourself

Pension scheme

You will be eligible to be entered into the ABTA Stakeholder Pension Plan after three months' continuous service. You will be enrolled with a standard contribution of 3% of your pensionable earnings, and ABTA will pay 6%.

Private medical and the BHSF cash plan

After probation, you are entitled to join ABTA's current private medical scheme. Plus, we also offer a BHSF cash plan benefit which provides cover towards the costs of a range of everyday healthcare expenses such as dental treatment, diagnostic consultations and new glasses.

Employee Assistance Programme

ABTA provides a free of charge Employee Assistance Programme for all staff. This is a confidential service that can help you to run your life a little more smoothly. Whether you have a simple question or a complex concern, the service is here to help you and your family with practical information and advice covering a range of topics affecting health, family, money matters and work.

Rent Start

The private rented sector can be expensive and the rental market is competitive. ABTA has introduced a Rent Start scheme to assist our employees with the affordability of the rental deposit through an interest free repayable loan.



Enjoy yourself

Touchdown Holidays

Touchdown Holidays offers concessionary travel benefits available to travel industry staff, such as those at ABTA. These include flights, cruises, river cruises and tours.

Better Bankside Buzz Card

Better Bankside is a local initiative which exists to improve the quality of the area.

It provides and promotes various services such as local guides, free local events, free bike repairs, and local business offers through its Buzz Card.

The Buzz Card is a discount scheme designed to encourage local employees to shop, explore and do business locally.

“Enjoy concessionary travel benefits available to travel industry staff”



Develop yourself

It's important to us that you find your role interesting and stimulating. We also know that over time your interests may change. So, we encourage an environment that embraces growth and development.

every touch

every touch is a personal development plan that we've put in place for all colleagues.

You'll have quarterly check-ins offering a valuable chance to keep yourself on track with your agreed annual objectives.

You'll be able to review the progress you've made in the previous quarter and look ahead to the next. This includes evaluating your personal, career, and work objectives, whilst documenting any achievements or changes you wish to pursue.

“It's important to us that you find your role interesting and stimulating”



Develop yourself

Learning and development

Whether it's learning on the job from colleagues, attending internal courses, going to industry events or external training, we encourage and support staff members to develop the areas that are of benefit to themselves and their role at ABTA.

Individual training plans will be compiled during quarterly check-ins. This two-way process ensures you can discuss and plan your aspirations with your manager.

We've had many staff members who have worked across different teams over the years, supported by our learning and development plans.

This allows for variety in job roles across the ABTA team, helps with career progression and continues the supportive learning environment we cherish here.

Volunteering scheme

We have a highly able team at ABTA. Volunteering is a fantastic opportunity for colleagues to develop further skills and expand their horizons.

Each member of the ABTA team is given up to 15 hours per annum to volunteer during working hours.



Contact us

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