

JOB DESCRIPTION

Job Title: Travel Administrator
Reports To: Head of Reservations

Location: Cape Town, South Africa
Start Date: Immediate
Contract Type: Permanent

Time + Tide | Who We Are

We are guides and guardians of some of the most remote places on Earth, with a family of luxury properties in Zambia and Madagascar. Across land and sea, we have a legacy in responsible tourism and offer modern-day explorers the luxury of space and the chance to feel fully alive. Our team take extraordinary care in sharing our deep appreciation for the land, wildlife and culture.

Travel Administrator | About the Role

The Travel Administrator plays an essential supporting role within the Reservations team, ensuring that every confirmed booking is prepared with precision and care. This is a structured, detail-driven position focused on administration, supplier coordination and system accuracy. While not revenue-carrying, the role carries operational accountability and requires a high degree of ownership.

The Travel Administrator will work closely with Travel Designers & Operations teams to ensure seamless pre-arrival preparation across all Time + Tide properties.

Key Responsibilities and Duties

- 1. Administrative and Reservations Support**
 - Manage and distribute the reservations inbox in line with team workflow.
 - Issue invoices on allocated bookings and follow up on outstanding payments
 - Maintain booking accuracy across Res Request, Safari Portal and HubSpot.
 - Conduct regular booking audits to ensure operational and financial accuracy.
 - Prepare and distribute reports as required.
 - Provide structured administrative support to Travel Designers
- 2. Supplier & Operational Coordination**
 - Independently reconfirm third-party services including flights, transfers and accommodation.
 - Ensure all supplier confirmations are accurately reflected in booking systems.
 - Liaise with Operations teams to ensure seamless pre-arrival preparation.
 - Escalate discrepancies or risks to senior team members proactively.

3. Guest Experience Support

- Capture and maintain accurate guest profiling information in the required systems.
- Collate and prepare booking documentation for Operations teams.
- Support the coordination of agent familiarisation and hosted educational trips.

4. Internal Travel Coordination

- Assist with issuing flight tickets.
- Arrange internal travel logistics for senior management when required.

Experience, Qualifications and Competencies:

- 1 to 2 years' experience in a reservations or travel administration role.
- Experience within luxury travel or hospitality advantageous.
- Strong working knowledge of Microsoft Office.
- Experience with Res Request, Safari Portal and HubSpot advantageous.
- Excellent written and verbal communication skills.
- High level of accuracy and attention to detail.
- Strong organisational and deadline management skills.
- Commercial awareness without direct sales responsibility.
- Ability to work independently while knowing when to escalate.
- Professional, discreet and confidential in handling guest and commercial data.
- Willingness to work flexible hours when required by business needs.
- Genuine passion for luxury travel and conservation-led tourism.

Please submit your application to our Head of People and Culture at jess@timeandtideafrica.com