



Welcome to Distant Journeys, a fast-growing UK based company specialising in escorted group tours to Australia, New Zealand, South Africa, Kenya, India, Nepal & Bhutan, Japan, China, Borneo, Sri Lanka, Vietnam & Cambodia, Canada, Alaska, USA, Costa Rica and South America.

We are true escorted touring experts, and have won numerous awards at the British Travel Awards, most recently 'Best Small Holiday Company to Australasia', 'Best Small Holiday to Sub-Saharan Africa' and 'Best Small Escorted Tours Holiday Company'.

Our holidays offer unparalleled adventure and once in a lifetime travel experiences.

Our customers are at the heart of what we do, and this is reflected across our company – from our customer service awards to the passion of our teams on the ground in the destinations we operate in.

Due to unprecedented growth we are looking to expand our talented team.



Documentation & Admin Assistant

Department: Customer Operations

Reporting to: Customer Operations Team

Location: Ormskirk, Lancashire – office based

Salary: £24,300

Purpose of the role

As an Administration Executive at Distant Journeys, you will play a key role in supporting the smooth running of our long-haul escorted tour operations. Your main responsibilities will include the efficient coordination of brochure fulfilment and the accurate management of passenger visa requirements. This is a critical support role that ensures customers receive timely information and documentation, contributing to a seamless travel experience from start to finish.

You will work closely with internal departments and external partners to maintain high standards of service and organisational efficiency.

Key responsibilities

1. Brochure fulfilment and stock management

- Manage and process brochure requests, ensuring timely distribution to customers.
- Maintain accurate records of brochure stock and liaise with Marketing to monitor levels and request reprints as needed.

2. Visa coordination

- Oversee the visa process for passengers, ensuring all applications are submitted accurately and on time.

3. Administrative support

- Support the Operations and Reservations teams with administrative tasks and documentation.
- Assist with compiling and dispatching pre-travel documentation as needed.
- Maintain accurate records in the CRM system and update customer information accordingly.
- Ensure all administrative processes comply with internal procedures and data protection regulations.

Skills & Experience Required

- Strong administrative and organisational skills, with the ability to manage multiple tasks efficiently.
- High attention to detail and accuracy, particularly when handling documentation.
- Excellent written and verbal communication skills.
- Customer-focused mindset with a professional and helpful attitude.

- Ability to work independently and as part of a team.
- Proficient in Microsoft Office Suite and CRM/database systems.
- Previous experience in a travel or tour operating environment is desirable.

Personal Attributes

- Reliable, methodical, and thorough in your approach.
- Positive and proactive, with a willingness to learn and take initiative.
- Calm under pressure and able to meet deadlines.
- Collaborative, with a flexible approach to supporting team priorities.