

# Your Career Can *Travel*



**BTA**

BUSINESS TRAVEL  
ASSOCIATION

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## 01 Welcome from Clive



### Hi there!

Thank you so much for downloading "Your Career Can Travel." I am thrilled that you are considering a career in the business travel industry. There is a lot of information out there which can make the industry seem intimidating and confusing. That's why we've created this brochure to shine a light on different roles in business travel and to inspire you to consider a career in this exciting and evolving industry.

There can be pressures to have a degree, or multiple years of experience, or an internship under your belt. However, there is no 'correct way' to start a career in travel – you can join straight from school, college, or university, through an apprenticeship or internship, or following on from a relevant course or qualification. Perhaps you've spent a number of years working in another industry and have no travel related experience at all. Whatever your situation, transferable skills such as customer service and a willingness to learn are the only skills you need to embark upon a successful career in business travel.

Managing directors, CEOs and the senior leadership teams of businesses across the industry have all been the 'new person' starting in their own careers at some point. When I accepted my first role as a travel consultant in business travel, I had no idea of the amazing career that I was about to embark on. I hadn't anticipated that a career in business travel could impact a huge percentage of the population, the growth of the economy and the movement of business.

In a recent report commissioned by the Business Travel Association (BTA), the findings show the value that the business travel industry brings to the UK economy is close to £30bn a year and the industry supports nearly 300,000 jobs.

I am so grateful for the variety of experiences and opportunities the industry has offered me throughout my career, and for those who have contributed their own stories for this brochure. In doing so, they are demonstrating that a career in business travel can lead to a myriad of opportunities. Our findings are drawn from interviews with those working across the sector. The enthusiasm and openness of the responses of those involved give credit to the employee culture of the business travel industry and I can't thank those who have contributed enough.

Finally, thank you for taking the time to read "Your Career Can Travel," please do reach out to the BTA team if you have any questions or require further guidance. We wish you the best of luck on your career journey and very much hope to meet you soon.

Best wishes,  
**Clive Wratten**  
CEO of the Business Travel Association (BTA)

# 02

## Who is a Business Traveller?

**“It’s not about travel, but about the people. You might think it’s about all the different places in the world and all the different places to visit. But actually, it’s about the people that go to those places and the people that get you there.”**

**Andrew Pearce**  
Head of Internal Experience

It’s a common misconception that when you work in the travel industry, the only jobs available are a holiday representative or cabin crew.

The industry includes a wide range of opportunities across several different sectors, one of which is the business travel industry. When you think of a business traveller, you might imagine a businessman in a suit carrying a briefcase, travelling business class to New York. Yet business travel is so much more than this. Travel industry professionals work worldwide with a range of customers travelling for work.

The rise of video calls has not dampened the appetite for in-person meetings and many occupations still require employees to travel for business. Journalists need to travel to report on newsworthy matters around the world; architects travel to see their construction projects come to life; athletes regularly travel the world to compete in sports competitions; musicians travel the globe when touring; chefs travel to other countries to taste new ingredients to bring flavour to their new recipes.



Journalist



Teacher



Photographer



Doctor



Musician



Aid worker



Lawyer



Athlete

As technology and digital media maintains momentum, bloggers, vloggers and influencers travel for press trips; fashion designers often travel internationally to source materials for, and showcase, their designs; aid workers and medical professionals travel overseas to help those suffering from epidemics, wars and natural disasters.

Since the pandemic, the breadth of business travel opportunities has grown significantly. The break in commuting and the rise of remote working continues to provide many people with the opportunity to regularly travel abroad while ‘working from home’ at the same time.

Nowadays, the parameters of business travel have changed and anyone can be a business traveller! Some of the companies that travel for work include:



# 03 Introduction to Travel Management Companies (TMCs)

**“The biggest myth about working in the travel industry is people assume we only book package holidays and people forget the meaning of what business travel is about. The reality is that we book many different types of travel from individual flights, hotels, rail and ancillary services, as well as attending or organising events and meetings. Business Travel Consultants have the expertise to complete bookings for clients easily and effectively. This is to ensure we lighten the workload for our clients and improve productivity and reduce cost too.”**

**Shannon Bowker**  
Purchase Ledger Clerk, Clarity BT

Travel management companies (TMCs) are agencies that manage and simplify the experience for the business traveller, from processing bookings, adhering to company policies for business travel and expense management, to risk management and reporting. With the latest technological tools, matched with the knowledge and experience of the travel consultant, an organisation can save significant time and money whilst ensuring the smooth operation of business travel.

TMCs increase traveller efficiency and ensure trips run as smoothly as possible whilst also analysing the current environmental, social and economic impact the industry has on the globe and making conscious choices as a result. Working in a TMC doesn't just impact the traveller, but the globe too!

## **It's not just about arranging travel either.**

If you are interested in working in HR, marketing, finance or IT, these roles are equally as important and contribute to the smooth operation of the TMC and the industry. This brochure will focus on the work of the TMCs and the amazing people at the heart of our industry.

## **How can you impact the business travel industry?**

The world is 'open for business' again post-pandemic, and TMCs are thriving so it's an ideal time to seek that role in business travel.

**“Others may not know the variety of roles and the background of what makes the travel industry move. You're offering customer service to your clients and assisting them, but there's different backbones to the job and industry such as HR, IT, Account Management, Marketing, Consultants and many more.”**

**Jade McKee**  
Group HR Assistant

**“When you're a travel specialist, you're an accountant, you're an admin, you're a tech expert and you're a travel booker as well. A huge part of the job is being able to multitask, not just in terms of trips and travel, but also projects and other day-to-day aspects of your work that you need to take care of.”**

**Danielle Myers**  
Head of Learning and Development

## **TMCs welcome a diverse range of individuals.**

They support candidates to hone and challenge their skill sets, without the prior requirement of a degree.

The industry also creates an environment that allows its employees to work their way up from their starting position by providing a variety of opportunities to progress.

This is a great sector for those looking to channel their creativity, passion, and energy.

**“I think the biggest career challenge is also positive: within the industry, there are so many opportunities to develop, move and grow your career. I suppose the challenge from my point of view was which way do I go?”**

**Andrew Pearce**  
Head of Internal Experience

**“My role is in account management, so it is more of a consultancy role and by having had so many years of experience and understanding what travel is, you you've got a better view of the world and customers and what their objectives are. Every customer will have a different objective but in account management, it comes down to a little bit of knowledge about lots of things.”**

**Donna Tennant**  
Strategic Account Manager



## Attitude over Awards

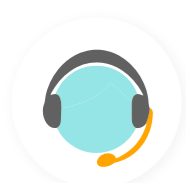
**“I am a strong believer in that you do not need any university qualifications to succeed in any line of work and that you will get out of it what you put in.”**

**Annie Lake**  
Junior Business Travel Consultant

To demonstrate the diversity of business travel, we have compiled a selection of jobs below from within a TMC and outlined the key skills useful for a career in travel outside of a degree or qualification:

**“Organisation is really important. I quite often describe my job as spinning plates because you’re having to rearrange your workload every day. Different things come on board at different times, but you’ve always got to be that people person. You’ve got to be able to talk to people, come over in a warm manner and make people feel comfortable when they’re speaking to you.”**

**Fiona Young**  
Team Manager



### Consultants

Sales  
Communication  
Customer service  
Administration  
Attention to detail



### HR

Coaching  
Proactivity  
Multi-tasking  
Leadership  
Motivation  
Presentation



### Account Managers

Customer service  
Organisation  
Communication  
Confidence and eagerness  
Sales  
Negotiation



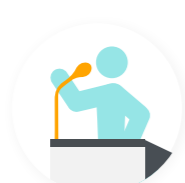
### Finance and Accounting

Numerical thinking  
Analytical thinking  
Economics understanding  
Ability to use your initiative



### IT

Analytical thinking  
Intuitive  
Efficient  
Problem solving



### Meeting and Events

Organisation  
Communication  
Adaptability  
Multi-tasking  
Problem solving  
Customer service



### Marketing and Communications

Communication skills  
Adaptability  
Attention to detail  
Creativity  
Multi-tasking



### Learning and Development

Organisation  
Attention to detail  
Communication  
Efficient  
A ‘people-first’ attitude



As you can see, working in TMCs will allow you to develop your current skillset, while exposing you to a variety of other transferable skills that will enable you to excel in both your professional and personal life. The industry is unique, offering a variety of opportunities across a range of disciplines, meaning you are not limited to a specific specialisation for the next 30 years of your career.

Working in the business travel industry provides you with endless opportunities to network with people across the world. There is an opportunity around every corner to broaden your horizons and expand your connections. There is no limit to what you can achieve – your career really can travel.

**“It takes a certain type of person to be able to do this job, you have to be organised, well-mannered, good with people, quick on your feet, adaptable and a massive team player.”**

**Annie Lake**  
Junior Business Travel Consultant

## 04

# Myths vs Facts

There is a lot of information regarding travel industry careers, meaning that there are many misconceptions about working in business travel as a result.

We're here to tackle the key myths and show you that there are a wealth of opportunities outside of hospitality, the holiday travel industry or airline cabin crew. There are many ways in which you can make a difference

## MYTH

**Once you get into the industry, you're stuck working the same job**

"It's a very fast-paced environment and we try to give people the skills and training that they need to keep up with it. As well as this, a lot of people think once you're in the travel industry there's only a certain standard that you can go to, but that's totally wrong. There are so many different areas, teams and roles that you can do with a background in travel."

**Jade McKee**  
Group HR Assistant

## MYTH

**The only jobs in travel are for cabin crew or working at an airport**

"One of the biggest myths that I've come across when you speak to potential learners, is when they think of the travel world, they think air hostess or working in an airport, they don't realize the things that go on behind the scenes. People definitely underestimate how big the business travel world is."

**Shereen Richardson**  
Business Development Manager

## MYTH

**All travel consultants do is sell holidays**

"The biggest myth about working in travel is that we spend most of our time booking package holidays for families. Travel is a massive industry that ranges from package holidays in the UK and Europe to business conferences around the world. We support holiday goers and business travellers who all have very specific requirements and need to be handled in different ways depending on their need for travel."

**Joshua Lowe**  
Billing Team Leader

## MYTH

**Working in business travel is mundane and boring**

"The reality is if you are working in business travel, it is an extension of a corporate job and the myth can be that it is mundane and boring, but it's really exciting; no day is the same."

**Danielle Myers**  
Head of Learning and Development



05

# Don't Take Our Word For It

**"Being adaptable and open to change is a pretty crucial skill to have, it's an ever-changing environment."**

**Ricky Aldred**  
Head of UK Operations

**"The key thing in the industry is building relationships. Once you build that rapport with those individuals and understand what those individuals need, it's a lot easier because you've got to know that person and you can progress in your career."**

**Shereen Richardson**  
Business Development Manager

**"For the travel industry, you don't necessarily need to have much experience in travel. This job is very full-on - it's really busy, but if you like to be doing something all the time, this is the best place to do it and there are so many opportunities."**

**Rosie Midgley**  
Operations Manager

**"You have to be very helpful and think of yourself as the traveller to go above and beyond and provide excellent customer service."**

**Lynne McMillan**  
Business Travel Consultant

**"It's very rewarding. It's challenging, it's frustrating, but my God, it's brilliant. You are constantly juggling balls, you are constantly learning, and every day is a school day, but you can go anywhere with the skills that you can acquire."**

**Donna Tennant**  
Strategic Account Manager

**"Everyone has a united connection to see and explore the world, whether you are in the corporate or the leisure side of the industry. We all have one thing in common, our love to travel."**

**Charlotte Dickinson**  
Business Manager,

**"It may not seem like a career highlight but getting comfortable on the phones has been a huge milestone for me. I never used to work in a job like this before starting in May last year and I took over the phones around the end of December. It did take a while, just because when you answer you don't know what a client may be asking for and you have to work on the spot, but now I am feeling more comfortable doing that and more confident in myself and my job."**

**Morgan Adam**  
Business Travel Apprentice

**"I've done some amazing things that I would never have had the opportunity to do had I not chosen a career in business travel. You definitely get to do some amazing things and experiences, meeting different cultures and people. I absolutely love it."**

**Shelley Green**  
UK Operations Director

**"Working within a big corporate travel company you have the chance to be involved in tasks ranging from taking calls and invoicing clients, to putting together a new process or system in place, taking part in bids, managing accounts, and even more. There is always a job within travel to keep a creative mind busy and thriving."**

**Anna Quinn**  
Billing Agent

# 06 Career Resources

This brochure aims to give you practical advice to help kick-start your career in business travel. From useful resources to networking strategies, we've got you covered.

**“Coming into work every day with a new challenge, new tasks and new projects is something that a lot of graduates don't get.”**

**Reuben Johnston**  
Tour Assistant

## Get Connected:

Networking, communication and relationships are key to successful commercial relationships in business travel and your personal brand is key here. Networking is an opportunity to practice starting conversations and learning about the organisations that could one day be your employer.

Creating a profile on sites such as LinkedIn, reaching out and connecting with those in the industry and keeping an eye on job openings promoted on the site puts you in a great position for building these relationships across your career. Be proactive – ask questions, share that social post, connect with people and demonstrate your passion for travel.

Choosing your career path can be daunting but one of the best things about the travel industry is the professional flexibility across disciplines. Showcase how and where you can apply your skillset to suit the specific role that you are applying to. Here are our top tips to getting connected in the business travel industry:

- Familiarise yourself with who the BTA Members (TMCs) and Partners (Industry Suppliers) are as they are all leading companies in the sector. Look at their websites and follow them on social media channels - especially LinkedIn.
- Build your own LinkedIn profile. Many organisations use LinkedIn as their primary research and recruitment tool, so it is essential that your LinkedIn profile is professional and showcases all your achievements.
- Be an active LinkedIn member. Re-share any interesting articles you read and share your opinion on them. Connect with people that work for organisations that interest you. Share any personal updates, courses, work experiences, activities. You can showcase your personality and attitude to recruiters on LinkedIn, far more than you can do through a CV or cover letter.

**“The key thing in the industry is building relationships. Once you build that rapport with those individuals, and understand what those individuals need, the relationship becomes clockwork.”**

**Shereen Richardson**  
Business Development Manager

## Work Experience:

Work experience is a great opportunity to understand if you will enjoy a job in travel before committing to a longer-term role. One of the best ways to get involved is to email companies directly explaining what you can offer, what your goals are and ask for work experience. This way, you begin to build direct contact with companies and can show off your individual strengths.

## Further Education:

Many colleges and universities offer courses dedicated to travel and tourism, which will focus on learning about the national and international tourism industry. The course will provide you with specialist knowledge, skills and understanding of the travel and tourism sector. It can prepare you for a career in whichever sector of the travel industry you choose to pursue.

You should look out for those with ties to particular sectors, and those colleges and universities that are partners with the ITT (Institute of Travel and Tourism) because they will have great links with the industry. Of course, you don't have to study a travel related course. Courses that will perfectly equip you to break into the business travel industry include, but are not limited to, business studies, geography, economics and IT.





## Interested in an Apprenticeship?

Going to college or university to pursue a qualification is not the only option available to you. There are a number of great apprenticeship and school leaver programmes on offer. They can be well paid, and you may find run parallel to many graduate schemes. They have the attraction of being potentially less competitive at A Level entry, therefore gaining you access into an organisation that you may struggle to secure as a graduate when the competition is fiercer. You will also be debt free!

In addition, most employers will sponsor some sort of relevant qualification, where they will not only pay your tuition fees but also provide you time off to study. This is whilst also being paid a salary. There are options for a Level 3 Apprenticeship (A Level equivalent) right up to degree apprenticeships which means you will be studying for a BSc or a BA.

Apprenticeships are a great way to get stuck into the industry and develop your existing skills whilst also learning new ones. They are also a perfect way to make connections.

There are a number of organisations that offer travel specific apprenticeships for those looking to start their career and break into the travel industry. The Level 3 Travel Consultant apprenticeship is designed to build your knowledge of geography, customer service, legal and compliance and industry technology. This route enables you to earn as you learn meaning that you will spend at least 6 hours per week on 'off the job training' to achieve your qualification, and the rest of the time you will be employed in a business travel consultant role.

If you are interested in a specific organisation, contact them directly to understand if they have an apprenticeship programme available.

**“An apprenticeship is the perfect way to start your career. It offers the chance to learn, earn and gain the qualifications.”**

**Shannon Bowker**  
Purchase Ledger Clerk

**“Just because you start a job, does it mean that your education has to stop or you're going to hold yourself back? It's actually a great way to progress - having the job role and studying at the same time. If you've got a good company behind you and people to support you, you will get the experience and get where you want to be.”**

**Jade McKee**  
Group HR Assistant

**“In my view, an apprenticeship is definitely better than going to university; you get hands-on experience alongside your qualification. When it gets busier at work, it can be a bit harder to balance it all, but I do always get time out whenever I need to do my college work.”**

**Morgan Adam**  
Business Travel Apprentice

## Job Opportunities:

- The BTA Job Board is a central place where many of its Members and Partners advertise their current vacancies. If the company you're interested in isn't listed, just go directly to their website and check out the vacancies page.
- The Travel Weekly Job's Board has access to jobs across the travel industry including business travel.
- Type in "jobs in business travel" into Google and you'll be surprised by the number of results.

**“The career progression in travel is exceptional; within my first five months I had started my advancement plan which continues beyond the next ladder of the company hierarchy.”**

**Reuben Johnston**  
Tour Assistant

**“You will never be short of being involved in something fun and fulfilling within travel, just as you will never be short of opportunities or progression.”**

**Anna Quinn**  
Billing Agent



# 07

# Our Thanks To



08

# Contact

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