Travel Solutions & Automation Lead

**About the company**

Beyond Business Travel is changing the world of business travel. We are a dynamic, innovative, and fast-growing travel management company based in Belfast & Dublin with expansion onto the UK Mainland in 2025. As part of our acquisition by The Human Network in late 2024, we have big growth plans which means that we need to strengthen our team with new colleagues.

**Position Summary**

Start your journey with us as a dynamic and versatile **Travel Solutions & Automation Lead**. This role is perfect for someone who thrives on wearing multiple hats—combining technical product knowledge, project management expertise, and a strong focus on automation and systems optimisation. You will direct the implementation of new clients and technologies, manage internal and external projects, and drive automation initiatives to streamline operations and enhance efficiency. This is a hands-on role that requires a quick learner with a passion for travel technology and a knack for solving complex problems.

**Key Responsibilities**

## Automation & Systems Optimisation

* Analyse current workflows and systems to identify inefficiencies and automation opportunities.
* Design and implement automated solutions using available tools (e.g., scripting, APIs, integrations).
* Collaborate with internal teams and vendors to optimise data flow and reduce manual tasks.
* Maintain documentation and dashboards to track system performance and improvements.

## Project Management

* Lead cross-functional projects including client onboarding, system upgrades, and tool rollouts.
* Develop and manage project plans, timelines, and stakeholder communications.
* Implementation of booking tools into clients to time and standard
* Ensure successful delivery of projects on time and within scope.
* Plans to drive adoption of OBT

## Product & Technical Support

* Act as a subject matter expert on travel technology platforms (e.g., GDS, OBTs like Cytric).
* Support configuration, involved with builds, troubleshooting, and training for internal and external users.
* Innovation & technology advancement**:** Stay current with industry trends and emerging technologies. Source, evaluate and test emerging travel technologies.

# Other

* Lead full end-to-end delivery of change initiatives—from analysis and planning through to content creation, delivery, and business readiness.
* Customize and implement solutions that support the growth and scalability of internal systems and client-facing services.

# Project Leadership Responsibilities

* Provide leadership within the team to ensure delivery of customer requirements and expectations.
* Develop and manage project plans, schedules, and budgets.
* Manage all aspects of project execution, conflicts, and interdependencies in alignment with the approved project management plan.
* Provide timely and accurate project reporting and presentations to senior and executive management.
* Contribute to the ongoing refinement and development of project management frameworks.

# Be the Go-To Expert

* Provide answers, create training materials, and ensure product documentation is up-to-date.

# **Ideal Candidate Profile**

* Proven experience in travel technology, systems implementation and automation.
* Innovative mindset who is user-focused, solution driven and curious
* Strong project management skills (formal certification a plus).
* Experience with GDS (Amadeus preferred), online booking tools, and mid-office systems.
* Quick learner with the ability to pick up new tools and platforms rapidly.
* Excellent communication and stakeholder management skills to collaborate across departments
* Comfortable working independently and cross-functionally in a fast-paced environment.
* 3+ years’ experience in project management.
* Experience working across a diverse range of technology projects.
* Relevant industry experience is desirable.
* Bachelor’s degree is desirable.
* Relevant industry certification.

**Compensation and Benefits**

* Competitive base salary
* Comprehensive benefits package
* Professional development opportunities

Join our dynamic team and make a significant contribution to our success. To apply, please submit your CV to HR@beyondbusinesstravel.com