

Guest Experience Manager

At Football Escapes, we believe a family holiday should be more than just a break — it should be something unforgettable. We create experiences where children train with footballing heroes, parents unwind in five-star luxury, and families return home with stories they'll remember forever.

Our events take place in some of the world's most iconic destinations — from Dubai and the Maldives to Portugal and Greece — but it's our attention to detail and personal touch that truly set us apart.

Behind the scenes is a passionate team committed to delivering magic, on and off the pitch. From a warm welcome to a celebratory medal ceremony, we go the extra mile because we know how much these holidays mean.

If you thrive in high-energy environments, care deeply about service, and want to help create lifelong memories, we'd love to hear from you.

About the Role

We're looking for a Guest Experience Manager to look after our families after they book their trip. You'll be the main point of contact — the friendly, helpful person our guests trust to take care of everything from logistics to special touches.

This is a varied and hands-on role that combines top-tier customer service, operational coordination, and an eye for detail. You'll keep communication flowing, ensure personal touches are delivered, and help everything run smoothly in the lead-up to and during our holiday courses.

You'll also support our football ambassadors and their families, coordinate logistics, and work closely with our sales and operations teams to ensure the whole experience feels joined-up and special.

Key Responsibilities

- Be the main contact for families post-booking — supportive, reliable and responsive.
- Manage day-to-day communication via phone, email, and messaging platforms.
- Answer all non-sales enquiries promptly and clearly.
- Coordinate airline bookings, including any changes or requests.
- Manage delivery of extras like signed shirts and personalised ambassador videos.
- Assist premium guests with restaurant, excursion or special experience bookings.
- Support smooth handovers between sales, operations and guest support.
- Organise travel and logistics for our ambassadors and their families.
- Provide on-call support during school holiday courses, including covering weekends (on a rota with time off in lieu).
- Suggest improvements to our processes and service experience.

What We're Looking For

- Solid experience in customer service — ideally with high-end clients or family audiences.
- A confident communicator — warm, clear and professional.
- Calm and organised, even when juggling multiple tasks at once.
- Genuine care and attention to detail.
- Comfortable with tools like Salesforce, email platforms and spreadsheets.
- Willing to work flexibly, including weekends during peak periods.
- A team player who collaborates well across departments.
- Bonus if you enjoy family travel, events or football — but it's not essential.

Why Join Us?

You'll be part of a growing team that's redefining what a family holiday can be. We work hard to make every guest feel special — and that includes our team. You'll be supported, challenged, and valued. If you're passionate about service and love making people happy, this is your chance to shine.

Salary: £30,000 - £35,000

Job Type: Hybrid, (Reigate, Surrey)

To apply for this role, please send your CV to work@footballescapes.com