



Job Title: Overseas Concierge & Admin Assistant (France and Corsica)

Reports To: Operations Manager

Location: France Remote (home-based)

Travel: Some travel expected and expenses paid

Hours: 32 hours per week

Job Purpose

At Simpson Travel, we pride ourselves on offering holidays shaped as much by thoughtful personal service as by inspiring destinations. This role plays a key part in that promise, ensuring every guest feels genuinely cared for from the moment they book to the moment they return home.

As the vital link between our UK teams, overseas partners, property owners, and guests visiting France and Corsica, you'll help craft experiences that feel effortless, personalised, and memorable. From meticulous pre-departure planning to warm, unobtrusive support throughout their stay, your work will directly uphold our high standards and reinforce our commitment to exceptional guest satisfaction and strong NPS results.

You will also safeguard the quality and accuracy of our property and destination information, helping guests travel with confidence and ensuring our brand is represented with clarity and integrity at every touchpoint.

Our Values

Knowledge – using experience and local insight to guide, reassure and resolve issues with confidence.

Service – treating guests as individuals, anticipating needs and exceeding expectations in thoughtful, understated ways.

Passion – sharing genuine enthusiasm for our destinations and protecting the reputation of a brand built on trust, care and personal connection.

Specific Requirements for this role

- Fluent English and good level of both written and verbal French
- Highly organised with exceptional attention to detail
- Warm, articulate communicator with a calm, solutions-focused approach
- Comfortable working remotely and managing varying daily priorities
- Genuine passion for delivering thoughtful, personalised service
- Experience working in the travel industry in the reservations or sales area is preferred but not essential.

Key Responsibilities

Guest Experience & Service

- Offer a warm, informed and discreet level of service that reflects the Simpson Travel approach.
- Initiate friendly pre-departure, in-stay and departure calls, ensuring guests feel supported without being interrupted.
- Resolve any concerns swiftly and sensitively, always aiming for the principle that no guest leaves unhappy.
- Liaise between guests, owners, caretakers and our UK teams to ensure every stay is tailored around individual needs and preferences.
- Record and share guest feedback so we can continually refine the experience we offer.

Administration

- Respond promptly to requests for local recommendations, services and activities that may enhance a guest's holiday.
- Prepare detailed and accurate manifests, ensuring every special request and additional service is captured.
- Support ad-hoc booking administration, including invoicing and liaison with the finance team.

In-Resort Support (Remote)

- Assist the overseas team and Operations Manager with guest enquiries and local information requests.

Quality Assurance

- Help maintain our high property standards by monitoring guest feedback and working closely with owners and agents.
- Ensure any issues are addressed promptly and with care, supporting improvements throughout the season.
- Report any nearby building works or changes that could impact a guest's enjoyment.
- Keep fully up to date with property descriptions and destination information to ensure accuracy across all platforms.

Supplier & Owner Relationships

- Build warm, respectful and constructive relationships with owners, agents and suppliers.
- Communicate clearly and professionally to ensure any property issues are resolved quickly and effectively.

Health & Safety

- Report any health and safety concerns or incidents immediately to the Operations Manager.
- Track and support follow-up actions to safeguard guest wellbeing and property standards.

Key Responsibilities (continued)

General Administration

- Update arrival information, driving directions and guest documents within the required timelines.
- Prepare manifests for suppliers, transport providers, airlines, owners and agents.
- Maintain confidentiality and follow all company policies with professionalism.

Finance & Compliance

- Ensure all expenditure is logged accurately and represents good value.
- Submit expenses within the required timeframe.
- Protect company data and uphold the high standards associated with the Simpson Travel brand.