

Travelife certifications & compliance specialist

You can play a vital role in helping to improve the environmental and social impacts of tourism by becoming a certifications & compliance specialist for Travelife, a world leading accommodation sustainability certification programme.

We are a small UK-based team with a big goal! We want to ensure that travellers and travel companies have a huge range of verified sustainable accommodation options available to them all over the world, drastically improving the impact of travel on people and places whilst creating more demand for responsible tourism. That means that we must consistently apply the highest standards to our certification programme so that people can rely on the Travelife label as an indication of responsible business no matter where they are travelling. It also means we need to keep pace with the huge increase in demand from accommodation providers, who see Travelife Certification as a respected and robust way for them to independently verify their sustainability work.

About the role

We have a permanent full-time vacancy for this meaningful and rewarding position that reports to our certifications, compliance & quality control manager. If you are recruited, you will join a friendly and committed London team to work with hotels and sustainability auditors all over the world. To understand more about this role it would be helpful to head to our website at www.travelifestaybetter.com where you will find detailed information about how Travelife certification works, specifically [this page](#) about the certification process which is where you would fit in! Here is a summary of the main tasks this position involves:

Quality checks: Quality checking the audit reports submitted by our global team of independently contracted auditors after each onsite hotel inspection they carry out. You can find the checklist they use [here](#). They will make notes about what evidence they did or did not find at the hotel regarding compliance with each question, so this part of the role involves making sure their reports have been properly completed and that we agree with the auditor's assessment. Sometimes we need to communicate with auditors to clarify parts of their report or to ask them to fix something that doesn't look right.

Post-audit improvements: Usually the auditors find a few things that the hotel has not done quite right and they are given time to correct these before we make a final certification decision. We call these outstanding items 'improvements'. Hotels submit evidence remotely to prove they are compliant with each improvement they need to make. This evidence could be in the form of documents, photos, videos and so on. An important part of the role is working with hotels through this phase and that usually means answering any questions they might have and reviewing the evidence they have submitted before making a compliance decision.

Quality control: From time-to-time you could be asked to assist us with our auditor quality control programme that involves preparing training for them and participating in auditor

performance reviews. Once fully trained you might lead meetings with hotel chains to help them prepare for audits at their individual properties. Occasionally you may be asked to travel overseas to observe audits then provide feedback about the auditor or to perhaps carry out a spot check at a certified hotel.

Other: You may be invited to do training presentations about Travelife to auditors, hotels, tour operators or tourist boards, and will sometimes help with creating or checking technical guidance for hotels and auditors.

Skills and experience

You'll be passionate about sustainability with a background in travel, tourism and/or hospitality, whether that be from work experience or education. Because we provide full on-the-job training, it is more important to us that candidates have the right skills rather than having done this type of work before. That means that we'll primarily be looking for people who can demonstrate consistency in showing excellent attention to detail whilst remaining impartial and objective. We also need people who can communicate with both hotel staff and auditors about what they are doing right and what they need to do better, so it is important that you can be firm and honest, yet always kind and empathetic. A good sense of fairness and justice is also important in this role.

We'll also need to be sure that you have excellent written and verbal English, with other languages being highly desirable but not necessary. Whilst we have our own bespoke software that you will be fully trained to use, it will be helpful if you are confident with Microsoft Excel, Word and PowerPoint.

Training, development and travel

We will provide on-the-job training including travel to hotels to gain on-site practical experience during the first few months of joining us. There may be other international travel required from time-to-time. We encourage our staff to further their skills and to take their career in a direction that excites them most. That means that we will do whatever we can to support you if you wish to complete part-time study, such as learning a language or taking on specialist sustainability training in an area of particular interest. And whilst we are a small team at Travelife, we always do our best to shape roles to suit a person's individual skills and interests once they have successfully settled into their role.

Location and hours

Travelife is wholly owned by [ABTA](#) so we are based out of their office in London's Bankside area, just a few minutes from Borough Market and London Bridge Station. Whilst you will be needed for in-person training quite a lot in your first few months with us (some overseas) once you have settled in, we can accommodate you to work mostly remotely or mostly in the office, whichever you prefer. We can also be flexible with how you fit your hours around things like childcare, study and personal wellness.

Salary, benefits and start date

The salary is £25k to £30k, depending on experience.

Travelife team members are employed by [ABTA](#), a London Living Wage and Disability Confident employer that offers a supportive working environment alongside some great benefits and training opportunities. You can [click here](#) for more information about these benefits which include an excellent pension scheme, private medical insurance, a cycle to work scheme, an employee assistance programme and paid time off for volunteering.

Apply

Please send your CV and a cover letter to hr@abta.co.uk by 09h00 UK time on Monday 24th July. A detailed job description can be requested from hr@abta.co.uk.

This is a UK-based role so you must have the right to live and work in the UK and be a UK tax resident. We are sorry but we are unable to sponsor or otherwise arrange UK work visas.