

Careers in Travel

A zoom webinar for those working towards a career in travel and tourism

24 November 2020

14:00 – 15:30

14:00 **Welcome from Vicki Wolf**, Education Manager, **ABTA**

14:05 **Opening address**

- Importance of new talent coming into the industry
- Changing ways of working
- Opportunities facing the travel industry

Alistair Rowland, Chairman, **ABTA**

14:20 **The travel industry – the past six months and where are we now?**

- The state of the market
- Industry recovery
- Insight into the role of a Travel Editor and travel journalism

Lisa Minot, Travel Editor, **The Sun**

14:35 **Travel trends and holiday habits**

- Insights into consumer travel habits

Emma Brennan, Head of Media and PR, **ABTA**

14:50 **Key trend – sustainability in travel**

- ABTA's Tourism for Good report

Clare Jenkinson, Head of Sustainability, **ABTA**

15:05 **Careers in travel**

- Different types of roles in travel
- How will these look once the industry recovers?
- Skills requirements as a result of COVID-19

Barbara Kolosinska, Director, **C&M Travel Recruitment**

15:15 **In conversation with ABTA's Head of Membership**

Short opening speech by ABTA's Danny Waine on his career in travel followed by discussion and live Q&A on the realities of working in travel.

Danny Waine, Head of Membership, **ABTA**

Vicki Wolf, Education Manager, **ABTA**

15:30 **Close**



Speaker profiles



Vicki Wolf, Education Manager, **ABTA**

Vicki is ABTA's Education Partnerships Manager and has worked at ABTA in various roles since the end of 2000. Vicki's main responsibilities include managing ABTA's relationships with Partner Universities and colleges and linking educators with Members and Partners. She represents ABTA on the Travel Apprenticeship Board and worked with People 1st and a number of industry representatives on the Travel Apprenticeship Trailblazer Group. She is responsible for ABTA's annual internship and online training platform and keeping Members informed about developments in education and training. Prior to working at ABTA she worked for the National Department of Transport in South Africa as a Policy Advisor. She has a BA (hons) in Journalism and Politics from Rhodes University in South Africa. Vicki was born in Scotland but spent her childhood and early adult life in South Africa which explains her slightly muddled accent. She has lived in London for the past 18 years.



Alistair Rowland, Chairman, **ABTA**

Alistair Rowland is the Group CEO of Blue Bay Travel. Prior to this, Alistair was Chief Retail Officer of Specialist Retail at Midcounties Co-operative, responsible for a broad range of business groups, including Travel, Healthcare, Funeralcare, Childcare, Telecoms, B2B activities and the digital and marketing functions for the Co-op Society. He has enjoyed senior roles in the PLC and co-operative sector for over 30 years, with Dixons Group, First Choice, Co-op Group and for the last nine years, Midcounties. Alistair has been an active member of the ABTA Board for seven years representing the large agent sector and was appointed Chairman in June 2019.



Careers in Travel



Lisa Minot, Travel Editor, The Sun

Lisa has been Travel Editor at The Sun for 20 years and appears regularly on TV and radio commenting on the industry and its challenges - particularly during the current pandemic. She started in journalism at 15 - doing a week's work experience on her local newspaper and becoming the youngest-ever to attend the Westminster Press training scheme in Hastings. She joined The Sun in 1991 and has worked there ever since. Despite her job giving her the opportunity to travel the world she is never happier than on holiday in her own caravan in the south of France.



Emma Brennan, Head of Media and PR, ABTA

Emma is responsible for developing and delivering PR and communication strategies to support ABTA's work on behalf of its Members – from lobbying on policy matters to encouraging customers to book with an ABTA Member. Her role also oversees ABTA's busy press office, which is often the first port of call for journalists about a travel-related story or crisis. Prior to working at ABTA Emma has lead the PR teams in national organisations including Citizens Advice and Keep Britain Tidy.



Clare Jenkinson, Head of Sustainability, ABTA

Clare is Head of Sustainability at ABTA - The Travel Association. Her team supports travel companies and destinations on issues spanning the environment, human rights, community impact and animal welfare. She is working to drive change across the industry and championing that change. Clare is a board member of the Roundtable for Human Rights in Tourism. Clare has worked in sustainability with the public, private and not-for-profit sectors globally, including in Kenya, Ghana, Nepal, Thailand, Laos, Cambodia and Vietnam. She has gained an MA in Physics from Oxford University and Distinction from Imperial College Business School's Foundations of Leadership.





Barbara Kolosinska, Director, **C&M Travel Recruitment**

Barbara has worked extensively in the travel industry for more than 25 years and is firmly established as one of the sector's key figures. After enjoying roles at Air Jet and Holiday Autos, Barbara worked her way up to become Director at C&M Travel Recruitment, the UK's largest specialist travel recruitment company. She also holds a place on the Board of Directors at the Institute of Travel and Tourism and was voted one of the most influential women in travel.



Danny Waine, Head of Membership, **ABTA**

Danny is Head of Membership at ABTA, Board Director at the Institute of Travel & Tourism, Co-founder of the 'ITT Future You' careers initiative and Non-Executive Director at wellbeing social enterprise Talent Courtyard. Before joining ABTA in October 2020, Danny a travel & tourism graduate, was Commercial Manager at Switzerland's Hotelplan Group Holiday Home Division (HHD), International Business Development Manager at Italian fashion and design school Istituto Marangoni and Co-founder & Director at overseas wedding specialist, Perfect Weddings Abroad.



Contributor profile



C&M Travel Recruitment is the UK's largest specialist travel recruitment company and offers permanent, temporary and contract roles in a wide range of sectors including retail, cruise, tour operators, OTAs, leisure and business travel. Since forming in 1998, C&M has become the industry's leading recruitment consultancy and has worked with many companies in the industry, ranging from small niche operators to some of the biggest names in travel. Its sister company, C&M Executive Recruitment, has also gained an award-winning reputation and established itself as one of the UK's premier senior recruitment consultancies. www.candm.co.uk

Webinar partner profile



Traditional enterprise software is clunky, expensive and not focused on how you can wow your customers with the ultimate service and experience. At Freshworks, we believe that you deserve better- providing customer-for-life software that's modern, mobile and affordable- enabling you to deliver wow moments to customers all over the world. We work with industry leaders to streamline customer conversations, automate repetitive work and save time- ensuring that teams can collaborate to deliver world class customer engagement. www.freshworks.com

