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THE COMPANY

The Abbey Group is a long established and fast-growing Destination Management Company dedicated to selling the destinations of the UK and Ireland to the International travel trade in over sixty countries. The Group has offices in Dublin and Edinburgh with a remote team presence across Ireland, the UK and several European countries.

Today, the group sells under a number of distinct brands:

- Abbey The Destination Experts (Group and FIT travel experiences)
- Abbey Conferences (Conference management across Europe and beyond)
- Abbey Events (Events & Corporate meetings)
- Moloney & Kelly (Incentive & Luxury travel)

WHY WORK FOR US

- The Abbey Group is proud to hold a certification for being a Great Place To Work UK & a Great Place to Work Ireland
- Abbey Group is certified Gold for sustainability across all its brands
- Progressive Company
- Deloitte Best Managed company for 16 consecutive years
- Hybrid/blended working option available
- Up to 60 days per year remote working abroad
- A paid day off on your birthday & an additional paid day off over the Christmas period
- Discretionary Company Bonus Scheme
- Company contribution to occupational pension scheme
- Discretionary flexible benefit contribution towards pension or health care plan
- Learning and development opportunities – individual training budget per year
- Employee Assistance Programme – health & wellbeing support
- Active Social Committee and Green Team including free events throughout the year
- Multinational workforce with over 30 nationalities

JOB TITLE:

Digital Operations & Processes Specialist, Edinburgh or Dublin based, Hybrid

The primary objective of the Digital Operations & Processes Specialist is to help ensure that the Group's digital systems, operational workflows, and online product data remain accurate, efficient, scalable, and operationally effective, while supporting the ongoing evolution of the business's digital capabilities and operational processes.

THE ROLE:

The Digital Operations & Processes Specialist will play a key role in supporting the maintenance, coordination, optimisation, and continuous improvement of the Group's digital platforms, operational workflows, and online product systems.

This role combines elements of digital operations, product administration, systems coordination, process improvement, content management, and operational support. The successful candidate will work closely with internal teams, external suppliers, and technical development teams to ensure that digital systems, workflows, and product data remain accurate, efficient, and aligned with operational requirements.

The position is ideally suited to someone who is highly organised, detail-oriented, digitally confident, and naturally process-driven. The role requires a strong understanding of how operational teams interact with digital systems, alongside the ability to identify inefficiencies, coordinate improvements, and support the successful adoption of new tools and processes across the business.

The Digital Operations & Processes Specialist will also help prepare operational systems and workflows for increasing levels of automation and scalability by maintaining clean, structured, and reliable product and systems data across multiple platforms.

CORE DUTIES INCLUDE:

The Digital Operations & Processes Specialist would assist with some or all of the following duties:

- **Digital Product & Systems Coordination**
 - Assist in the day-to-day maintenance and coordination of the Group's digital platforms, including reservation systems, CMS platforms, online booking tools, supplier extranets, and distribution systems.
 - Support the setup, maintenance, and optimisation of online products and digital content across all relevant platforms.
 - Ensure all product information, content, and operational data is accurate, complete, and maintained to a high standard.
 - Coordinate updates, changes, and system configuration requests across multiple departments and stakeholders.

- **Process & Workflow Optimisation**
 - Identify opportunities to improve operational workflows, reduce inefficiencies, and streamline manual processes.

- Assist in developing and documenting best-practice operational procedures and digital workflows.
 - Support the business in preparing systems and operational processes for increased automation and scalability.
 - Work closely with managers and stakeholders to improve operational consistency across teams and platforms.
- **Systems Testing & Quality Assurance**
 - Conduct testing and validation of new digital tools, workflows, system updates, and online functionality.
 - Assist with User Acceptance Testing (UAT) for newly released systems and process improvements.
 - Identify system issues, inconsistencies, or operational risks and communicate findings clearly to relevant teams.
 - Monitor digital processes and workflows to ensure smooth day-to-day operational performance.
- **Database & Content Management**
 - Maintain accurate product, supplier, and operational data across internal systems and online platforms.
 - Ensure content quality, consistency, formatting, and presentation standards are maintained.
 - Coordinate with suppliers and internal teams to obtain, verify, and update required product information.
 - Help maintain clean, structured databases to support reliable system performance and efficient online distribution.
- **Internal & External Support**
 - Provide operational and systems support to internal teams and external users where required.
 - Assist with troubleshooting issues relating to product setup, system configuration, workflows, and online distribution.
 - Act as a bridge between operational users and technical teams by helping communicate system requirements, issues, and feedback clearly.
 - Support onboarding, training, and adoption of new digital processes and tools.
- **Stakeholder Collaboration**
 - Work collaboratively with Product, Contracting, Marketing, Operations, Information Systems, and external supplier partners.
 - Support communication and coordination between operational teams and technical development teams.
 - Assist with project-based initiatives and continuous improvement activities across the digital operations function.

Depending on role - Some international travel may be required and will be in compliance with the company's Business Travel Policy.

REQUIREMENTS:

Essential

- Intermediary level technical skill.
- Strong attention to detail and organisational skills.
- Digitally confident with experience working across online platforms or operational systems.
- Good understanding of operational workflows and process management.
- Strong communication skills with the ability to work across both technical and non-technical teams.
- Ability to manage multiple tasks and priorities effectively.
- Problem-solving mindset with the ability to identify inefficiencies and suggest improvements.
- Good quality control and data accuracy awareness.
- Comfortable learning and working with new digital tools and systems.
- Proficiency in Microsoft Office and general digital systems.
- Ability to work independently and collaboratively within a team environment.

Preferred

- Bachelor's degree in travel and tourism, business, ecommerce, or related fields.
- Experience working with ecommerce, reservations, CMS, CRM, or operational systems.
- Experience in a travel, tourism, or hospitality-related environment.
- Experience supporting digital projects, workflow improvements, or systems testing.
- Understanding of online distribution, digital product setup, or supplier coordination.
- Familiarity with process documentation or SOP creation.
- General interest in digital operations, systems, and emerging technologies.

Abbey Group is an equal opportunities employer.

REPORTING TO: Head of E-Commerce & Digital Development
SALARY: Negotiable depending on experience
AVAILABILITY: ASAP
LOCATION: Edinburgh or Dublin
APPLICATIONS: Please send your application to Claire Matanda -
clairem@abbeyuk.com
Deadline: 19th June 2026