Process Monitoring & Control Internship

Spain – Palma de Mallorca

Hotelbeds Group is a leading provider of travel solutions which comprises of four specialist business units. The most established business unit is Bedbank - the No.1 B2B bedbank worldwide and Bedsonline - a leading booking engine used by retail travel agencies worldwide.

We also specialise in solutions within Destination Management – a luxury travel and cruise port services as well as meeting and incentive solutions company; Transfer and Activity Bank – a supplier of transfer routes and destination activities as well as excursions and car rental products and New Ventures – a business that offers a variety of solutions to help push boundaries in visa outsourcing and processing, marketing solutions and B2B car rental booking.

All of Hotelbeds Group business units play an important role in reshaping travel across a diverse range of market segments.

JOB DESCRIPTION:
This role sits in the Operations area within the IT department. Works within a highly motivated team with a great focus on team work and passion for doing things right the first time and is a key role due to the fact that has high visibility from customers and other business departments. In addition,
• Crucial in the process management life cycle as it is responsible for the creation and implementation of the process to control what has been analyzed and make it practical and tangible for the process owner to have it and use it.
• Participates actively in the definition of the processes.
• Organized and defined
• Good knowledge of the HBG Processes and the services
• Centered, concentrated and focused in most cases.
• Has a high Microsoft Office knowledge and experience

Particularly, this role:
• In charge of the reporting in the team
• Works in various processes (e.g. Risk management, Supplier management...).
• Help other processes like the Major Incident Process analyzing and understanding the problems.
• Define the monitoring gaps and work to remove these gaps.
• Follows process standards.
You will have the opportunity to work for a company that is going through significant change in becoming the world’s leading travel services provider. We are looking for people that are ready to ride the wave in this exciting journey. As well as an attractive benefits package you will be able to work:

Within an innovative, engaging and multicultural environment.

Have the opportunity to build strong and lasting business relationships and friendships from around the world.

Have the opportunity in developing your career locally or within one of our beautiful working locations across the globe.

Apply on the following link: