

Role Title: Senior Travel Advisor

Department: Travel

About the role

Contributing to ensure the branch delivery of all Key Performance Indicators set by the Travel Group and in line with the Travel Strategic Plan. Ensuring all customers experience unrivalled customer service, whilst maintaining high levels of operational standards within the branch and complying with current policies and procedures.

As this is a Senior position the post holder will be expected to manage, coach and drive colleague performance in conjunction with the Branch Manager/Assistant Manager.

Occasionally situations may arise that require the post holder to perform other duties or tasks as may be reasonably requested by the Society

What you'll be doing

The post holder shall:

- Acts as a role model, achieving sales and profit targets set
- Provide unrivalled customer service by delivering the Travel Customer Journey Framework – FAME
- Maximise selling opportunities by selling additional products e.g. Attraction Tickets, Airport Parking, Car Hire, Travel Insurance and Travel Money
- Identifies opportunities and actions to enhance the branch performance, including understanding of competitor activity, discount controls, commercial information, marketing activity, promotional initiatives, events and PR opportunities.
- Actively participates in training made available to them to enhance knowledge and personal development.
- To promote an engaging and professional relationship with colleagues, customers and suppliers that we work with.
- Effectively assists with the management of controllable costs to maximise profitability of the branch, e.g. personnel, stationery, telephone, uniform

- Comply fully and accurately to current policies and procedures in place, whilst adhering to deadlines for their completion and submission.
- Ensure the administration of bookings and financial reconciliation are of the quality and accuracy required
- Act responsibly and to encourage due diligence from all colleagues to protect Society assets. Therefore ensuring the total security of Travel premises, Stock, cash, equipment and personnel at all times.
- Ensure valuable documents and other important data are safely stored.
- Keep confidential all sensitive information both within and outside of work.
- Ensure that all payment handling procedures are followed and colleague purchases are conducted with strict adherence to policies and procedures relating to colleague purchases/bookings.
- Undertake general housekeeping duties as required.
- Ensure all promotional material is presentable and up to date and thus reflects positively on the image of the branch and therefore the Society. further, and that such housekeeping ensures the accuracy of material used by colleagues.
- Take reasonable care for the health and safety of themselves and of others who may be affected by their acts or omissions at work.

In addition, all employees are expected to work within the terms of their contract of employment and adhere to Society policies and procedures.

About You

- Experience in Sales or Customer focused environments
- Passion and enthusiasm for Travel and Holidays
- Confidence, a sociable and vibrant nature
- Excellent communication skills
- GCSE equivalent level of education

Scope

Reports to: Travel Manager/Branch Manager

Direct reports: N/A

Manages budgets: N/A

Contacts (internal/external):