

Role title: Assistant Travel Manager

Department: Travel

Job family: Customer Service and Management

Job level: Level 5

About the role:

To maximise branch sales and profitability by assisting in the leading and development of the branch team, delivering high levels of customer service and efficiency and effectively implementing operational procedures and policies. Actively supports the Travel Manager. Can manage the team in the Manager's absence. Inspires and is a role model for their energy, enthusiasm, and expertise.

What you'll be doing:

- Contributes to the effective and efficient management of branch resources (e.g. all controllable costs)
- Constantly monitor performance and financial indicators, acting as necessary, to achieve budget.
- Can effectively use Management Information e.g. Travel Cat reports, monthly trading accounts, demographic profile etc to manage staff productivity whilst identifying areas of opportunity to improve branch profit performance.
- Supports the management of the branch team's performance, to create a knowledgeable, skilled, and engaged team,
- Ensure that colleagues perform in their roles and work together to deliver the retail travel business goals and objectives, and the highest standards of customer service. Inspires and is a role model for their energy, enthusiasm, and expertise.
- Encourage team involvement in local events, promote Co-operative membership, and support Society community initiatives (e.g. those aimed at local schools) to ensure the branch is a focal point of the local community, and that our values as expressed through DOES are realised locally
- Supports the Manager in coaching and developing the team to effectively demonstrate compliance with The Midcounties Co-operative and business specific procedures and legislation (e.g. Data Protection, Health and Safety, Trading Standards, Money

Laundering, FSA Requirements etc.)

- Ensures that all deadlines for the submission of reports/paperwork are met.
- Identify opportunities and actions to enhance the performance of the branch through implementation of a branch business plan, in line with the Society Steering Wheel, including understanding of competitor activity, discount controls, marketing activity, promotional initiatives and events and PR opportunities.
- Ensures the highest level of customer service is always provided by encouraging the team to exceed their customers' expectations.

About you:

- Previous leadership experience
- Passion and enthusiasm for travel
- Confidence, a sociable and vibrant nature
- Excellent communication skills

Scope:

Reports to: Travel Manager

Direct reports: No

Manages budgets: No budgetary control

Contacts (internal/external): Internal – Travel Manager/Travel Consultants

External - Customers