

About us...

Lincolnshire



With travel branches across Lincolnshire and the surrounding counties, our travel colleagues proudly serve their local communities and ensure excellent customer care for holidaymakers. We have been trading for more than 160 years and we're 100% independent, using a wide choice of operators so we can provide a truly personal approach to finding the perfect holiday for our customers. We're a local name that our customers can trust.

Essential Information – *what you need to know*

Job purpose:

- Supporting the management team in ensuring smooth daily operations and outstanding customer service delivery.
- Developing others by sharing expertise and guiding colleagues to grow their confidence and performance.
- Maintaining high branch standards by leading from the front and driving positive outcomes.

You'll report to:

- Travel Branch Manager

Your hours:

- 37.5 hours per week (FTE)

Your relationships:

- All colleagues from within the Travel team, including operational management.
- Colleagues from across the wider Society, including colleagues in Membership, Talent Acquisition, People Services, Marketing, etc.
- Customers, clients, suppliers and stakeholders at all levels.

What you'll bring to us:

- At least two years' experience in a travel environment, with strong sales achievements.
- Previous experience mentoring or supporting others, with a desire to help people grow.
- A customer-first mindset with excellent communication and interpersonal skills.
- Good literacy and numeracy skills and confidence using Office 365 and online travel tools.
- A positive, enthusiastic, and proactive approach to working with both customers and colleagues.
- A high level of professionalism and commitment to continuous development.
- A collaborative spirit with a willingness to step up and support branch operations as needed.
- A willingness to support nearby branches if needed (driving licence helpful but not essential).



**Providing and
supporting**
valued services



**Helping to
grow the**
local economy



Caring for our
health and
wellbeing



Looking after
our local
environment

Together we are

Your Purpose – *I will contribute to my team and the Society's ongoing success in this role by...*

Your duties and responsibilities:

- Supporting the smooth day-to-day running of the branch when management is unavailable.
- Delivering excellent customer service, managing full holiday bookings from initial enquiry to post-travel follow-up.
- Assisting in coaching newer team members by offering support and sharing knowledge.
- Working closely with the Branch Manager and Assistant Manager to maintain operational and service standards.
- Maintaining detailed knowledge of all products, services, offers, and promotions available through Lincolnshire Co-op Travel.
- Encouraging team compliance with company behaviours, appearance, and customer service expectations.
- Monitoring individual and branch targets and contributing to sales tracking conversations with the team.
- Supporting the team in managing your branch's Facebook page and community engagement activities.
- Improving branch performance through collaboration, sharing best practice, and peer motivation.
- Assisting in resolving colleague and customer queries calmly and effectively.
- Understanding local competitor activity and trends to remain commercially aware.
- Processing customer bookings, payments, refunds, and Bureau de Change transactions accurately.
- Complying with all digital procedures including paperless bookings and customer communications.
- Participating in community fundraising and promoting initiatives such as Travel Foundation collections.
- Sharing ideas and good practices that support the development and success of the whole team.
- Encouraging high standards in branch presentation, security and customer experience.
- Maintaining up-to-date knowledge of relevant policies, systems, and travel legislation.
- Demonstrating a professional appearance, tone and work ethic at all times.
- Attending all relevant training and development events to further your role and responsibilities.
- Leading by example in personal conduct, supporting all colleagues and management.



Together we THRIVE...

- **Trustworthy** – we do what we say we'll do and trust others to deliver to the best of their ability
- **Helpful** - we support and challenge each other collaboratively, no matter the role or level.
- **Respectful** - we listen to other views and opinions with consideration and celebrate differences.
- **Inspiring** - we role model what good looks like and lead by example to be better.
- **Valued** - we recognise achievements and appreciate everyone's contributions.
- **Empowered** - we listen and encourage each other to take opportunities.

Your Approach – *how you will contribute to your team and the Society's ongoing success in this role.*

I will be trustworthy by:

- Acting as a dependable support to colleagues and management alike.
- Following through on responsibilities with care and consistency every day.
- Handling sensitive bookings, queries, and payments with integrity.
- Setting a standard of reliability for others to follow.

I will be helpful by:

- Offering support and guidance to less experienced colleagues.
- Stepping in to help resolve issues quickly and calmly.
- Encouraging teamwork and mutual support during busy periods.
- Supporting management without needing to be asked.

I will be respectful by:

- Listening carefully to team and customer perspectives with openness.
- Valuing everyone's input and recognising varied strengths.
- Encouraging inclusion and fairness in the branch.
- Treating everyone with professionalism and courtesy.

I will inspire others by:

- Demonstrating the behaviours and standards expected of the team.
- Encouraging others through positivity and calm leadership.
- Taking initiative and showing what good service truly means.
- Motivating others by remaining focused and goal driven.

I will value people by:

- Acknowledging and celebrating team efforts and wins.
- Taking time to thank colleagues for their contributions.
- Making people feel appreciated and supported in their work.
- Promoting a team culture of recognition and respect.

I will empower others by:

- Supporting others to step up, learn, and grow with confidence.
- Sharing skills and experience to help develop others.
- Taking responsibility for your own learning and progress.
- Encouraging initiative and decision-making at every level.