

## 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 150 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:

As one of our Travel Consultants you will be working within a sociable but fast paced and sales focused environment, where no two days are the same. Working closely as part of your motivated and friendly team, your main role will be to establish the travel needs of your customers and deliver the right products, packages, and destination to make their vision a reality.

### You'll report to:

- Travel Assistant Manager and Travel Branch Manager.

### Your hours

- 37.5 hours per week FTE

### Your relationships:

- Your line manager and other branch colleagues.
- Your colleagues within the wider organisation which include Community, Membership, Human Resources, Health & Safety, Learning & Development, etc.
- Any stakeholders, including customers and clients at all levels.

### What you'll bring to us:

- Previous experience in a similar environment would be helpful, however this isn't essential as full training will be given.
- Good literacy and numeracy skills and proficient in the use of Office 365.
- Great interpersonal skills and a professional demeanour.
- A pro-active, enthusiastic and confident nature.
- A positive approach to teamwork.
- An enthusiasm to learn and develop.
- A drive to work in a fast paced, sales focused environment.

## Together we are...



**Providing and supporting**  
valued services



**Helping to grow the**  
local economy



**Caring for our**  
health and wellbeing



**Looking after**  
our local environment

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

### Your duties and responsibilities

- Maintain a professional manner when dealing with enquiries from clients.
- Understand the products and services we provide.
- Ensure that a full travel service is provided to all customers.
- Be open to taking on any other reasonable duties that may be needed in the role.
- Have an awareness of both individual and branch targets.
- Work closely with colleagues to improve the performance of the branch.
- Demonstrate an understanding of other travel competitors.
- Process payments and handle cash for bookings and in the Bureau de Change.
- Get involved in community activities and fundraising events.
- Share ideas and good practice with my team to help maintain the success of the branch.
- Always be aware of the security of the branch and colleagues.
- Maintain an up-to-date knowledge of all current procedures and legislation.
- Attend any mandatory training and development.
- Demonstrate high standards of personal appearance, hygiene and conduct as a member of the travel team.
- Maintain the cleanliness of the branch.
- Work closely with the team to ensure excellent operating standards are achieved daily.
- Demonstrate good working practices to my colleagues by offering support and guidance to assist with their development.
- Maintain relevant computer-based and paper records.
- Actively promote local community initiatives.
- Show a willingness to participate in any events that may promote the Travel business and the Society as a whole.



## Together we are...

- **Helpful** – we'll look for ways to make a difference
- **Inspiring** – we'll help everyone be the best they can be
- **Trustworthy** – we can be relied on

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

### I will be helpful by:

- Responding positively to requests from colleagues and customers.
- Trying to get it right first time.
- Resolving customer complaints and take corrective action.
- Sharing my knowledge with my colleagues.
- Offering to help before being asked.
- Going above and beyond.
- Contributing to the team and its success.

### I will inspire others by:

- Supporting and encouraging one another.
- Being a positive role model.
- Listening and learning from my colleagues and line manager.
- Building strong relationships with customers and colleagues.
- Suggesting new ideas and trying new things.
- Taking pride in my work and celebrating success.

### I will be trustworthy by:

- Using good judgement in all situations.
- Being open and honest.
- Take responsibility for my work and delivering positive outcomes.
- Treating everyone fairly and with respect.
- Doing my best for each other and our communities.

