

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 a Travel Assistant Manager you will be working within a sociable but fast paced and sales focused environment, where no two days are the same. You will work alongside the Travel Branch Manager to help inspire and manage the team of Travel Consultants.

Due to the sales focused and energised nature of our travel branches, our Assistant Managers need to work with enthusiasm, passion, and initiative. You'll be a role model and point of contact for the team, demonstrating the standards and behaviours that you want to see in your colleagues.

You'll report to:

- 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:

- At least two years' experience leading and inspiring a team in a similar environment.
- Previous experience in a similar role with a history of working to sales targets
- Experience in supporting colleagues with their career development
- Good literacy and numeracy skills and proficient in the use of Office 365 and Travel websites.
- Great interpersonal skills and a professional demeanour.
- A pro-active, enthusiastic and confident nature.
- A driving license isn't essential, but to show a willingness to help stores in the local area when support is needed.

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

- Work closely with the Travel Branch Manager to support the smooth day to day operation of the branch.
- Influence and lead the team in a
- Be responsible for the branch operations in absence of the Travel Branch Manager.
- Investigate and solve problems and queries from colleagues and customers in a timely and efficient way.
- Maintain a professional manner when dealing with enquiries
- Have full knowledge of all products and services offered by Lincolnshire Co-op Travel and be pro-active in keeping this knowledge up to date.
- Ensure my colleagues comply with the required standard of behaviour.
- Help to drive both individual and branch targets through engaging sales tracking.
- Work closely with the team to achieve and enhance the performance of the branch and the overall Travel business.
- Support your team in the management of your branches Facebook page.
- Attend meetings and activities to enhance my sales knowledge.
- Demonstrate an understanding of local competitor activity.
- Assist the branch manager in coaching and developing colleagues
- Process payments and handle cash for bookings and in the Bureau de Change.
- Always have an awareness of the security of the branch and colleagues.
- Take ownership in maintaining an up-to-date knowledge of all current procedures and legislation relevant to the role.
- Demonstrate high standards of personal appearance, hygiene and conduct.
- Maintain relevant computer-based and paper records
- Demonstrate good working practices to my colleagues by offering support and guidance to assist with their development.

- Encourage customers and your colleagues to support our Travel Foundation collections.
- Maintain the cleanliness of the branch and influence others to do the same.
- Actively promote local community initiatives.
- Be open to taking on any other reasonable duties that may be needed in the role.



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.

