

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 Senior Travel Consultants you will be working within a sociable but fast paced and sales focused environment. Working closely with the team, you'll aid the day to day running of the branch in absence of the Travel Branch Manager and Assistant Manager.

You'll work to upkeep and maintain the high standard of service for the travel needs of your customers and deliver the right products, packages, and destination to make their vision a reality. You'll also work to contribute towards the achievement of branch key performance indicators and the overall success of the Travel business.

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:

- At least two years' experience in a similar environment with a proven track record in working to sales targets.
- Previous experience of supporting a team, demonstrating a strong interest in developing others.
- 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.
- An enthusiasm to learn and develop.



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...

<div>Your duties and responsibilities</div>	<ul style="list-style-type: none">- Work closely with the team to maintain high standards alongside the Travel Branch Manager and Assistant Manager.- Support the smooth day to day operation of the branch in the absence of the management team.- Assist in investigating and solving problems and queries from colleagues and customers in a timely and efficient way.- 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 that a full travel service is provided to all customers.- Ensure colleagues comply with the required standards of behaviour.- Have an awareness of both individual and branch targets and support the management team to drive these.- Support your team in the management of your branches Facebook page.- 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.- Comply with the paperless booking procedures, emailing documentation and electronic enquiry pads.- Get involved in community activities and fundraising events.- Share ideas and good practice with my team to help maintain the success of the branch.- Encourage customers and your colleagues to support our Travel Foundation collections.- 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.
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	<ul style="list-style-type: none">- Maintain the cleanliness of the branch others to do the same.- Demonstrate good working practices to my colleagues by offering support and guidance to assist with their development.- 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.- Be open to taking on any other reasonable duties that may be needed in the role.
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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:	<ul style="list-style-type: none">- 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:	<ul style="list-style-type: none">- 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:	<ul style="list-style-type: none">- 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.

