



About us...

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:	<ul style="list-style-type: none"> - Delivering an exceptional customer experience through tailored travel solutions and attentive service. - Building trusted relationships with customers to understand and meet their travel needs. - Contributing to the branch's performance by achieving sales targets and operational excellence.
You'll report to:	<ul style="list-style-type: none"> - Travel Branch Manager
Your hours:	<ul style="list-style-type: none"> - 37.5 hours per week (FTE)
Your relationships:	<ul style="list-style-type: none"> - 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:	<ul style="list-style-type: none"> - A pro-active, enthusiastic, and confident approach to customer engagement. - Great interpersonal and communication skills with a professional demeanour. - An eagerness to work in a fast-paced, sales-focused environment. - Good literacy and numeracy, with confidence using Office 365 and digital tools. - A positive attitude toward teamwork, learning, and continuous development. - An understanding of our services and a desire to help customers find the right travel experience. - A commitment to delivering high standards and supporting the success of the branch.



Providing and supporting valued services

Together we are



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:

- Delivering a full travel service to customers by recommending, quoting and booking holidays to suit their needs.
- Supporting the achievement of branch and personal sales targets by identifying and converting sales opportunities.
- Maintaining a professional manner when dealing with customer enquiries, complaints and complex travel requests.
- Understanding customer requirements by actively listening and asking relevant questions to tailor travel options.
- Collaborating with colleagues to share knowledge, coordinate tasks and enhance overall branch performance.
- Processing payments and refunds accurately, including cash handling and Bureau de Change transactions.
- Demonstrating awareness of market trends and competitor activity to help the branch stay competitive.
- Ensuring compliance with data protection, industry regulations, financial procedures and Society policies.
- Contributing to the smooth day-to-day running of the branch, including queue management and appointment scheduling.
- Keeping computerised and paper-based records up to date, accurate and securely stored.
- Participating in community fundraising, local events and initiatives that support the Society's values.
- Promoting the Travel business through personal service, local outreach and supporting in-store marketing efforts.
- Sharing knowledge of new destinations, travel regulations and booking systems with team members.
- Attending team meetings, mandatory training and development sessions to maintain your skills and confidence.
- Role-modelling high standards of personal presentation, punctuality and customer-first behaviours at all times.
- Maintaining branch appearance by contributing to cleanliness, organisation and visual merchandising.
- Following security procedures for opening, closing and cash handling to safeguard customers and colleagues.
- Demonstrating good practice to colleagues by offering support, sharing expertise and encouraging team success.
- Learning new systems, products and services to continuously improve service quality and efficiency.
- Responding quickly and calmly to unexpected issues, such as travel disruptions or customer emergencies.

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:

- Always following through on promises made to customers and colleagues alike.
- Handling sensitive customer data and payments with care and complete accuracy.
- Being dependable and consistent in delivering high service standards every day.
- Owning mistakes and learning from them to build stronger trust over time.

I will be helpful by:

- Offering support to colleagues during busy periods without needing to be asked.
- Sharing travel knowledge to help the team improve service and sales skills.
- Remaining calm and helpful when dealing with difficult or unclear customer requests.
- Going out of my way to assist customers before, during, and after booking.

I will be respectful by:

- Taking the time to listen fully to each customer's preferences and needs.
- Treating every customer and colleague with patience, fairness, and understanding.
- Respecting others' working styles, experiences, and cultural backgrounds in the team.
- Encouraging open, honest conversation in a safe and respectful environment.

I will inspire others by:

- Showing what great customer service looks like through your daily actions.
- Being enthusiastic about new ideas and inspiring others to try them.
- Staying positive and proactive even when the branch is under pressure.
- Motivating others by celebrating wins and striving for shared success.

I will value people by:

- Giving positive feedback and recognition to teammates for their hard work.
- Celebrating individual and branch achievements, big or small, with genuine appreciation.
- Encouraging others by showing gratitude for their time and efforts.
- Recognising that everyone plays an important role in the team's success.

I will empower others by:

- Taking ownership of your development and asking for support when needed.
- Volunteering ideas to improve how the team works and serves customers.
- Feeling confident to make decisions that enhance customer satisfaction and loyalty.
- Encouraging teammates to grow, learn, and step outside their comfort zones.