

# Job Description and Person Profile

<b>Business/Support service</b>	Travel
<b>Job Title</b>	Travel Consultant
<b>Grade</b>	Ungraded
<b>Job Family</b>	
<b>Reporting to (Job Title)</b>	Travel Branch Manager
<b>Number of direct reports</b>	0
<b>Number of indirect reports</b>	0
<b>Budget Responsibility</b>	0
<b>Contacts</b>	

## **a) Job purpose**

To sell holiday related products and services to potential customers using the in house front and back office computer systems, utilising sales opportunities from developing customer relations to in turn generate sales of holidays, short breaks, cruises, ancillary sales and travel money in order to actively help the branch achieve sales and profit targets.

## **b) Key accountabilities**

- To deliver sales targets and additional ancillary product sales
- Achieve profit targets
- Support the branch with promotions to promote sales opportunities
- Support the wider group and society

## **c) Main responsibilities**

- Serving customers and closing the sale
- Answering the telephone
- Training and development to increase product knowledge and awareness
- Administration duties – Handling money/banking/tickets/confirmations
- Use of in house computer system
- Actively support the travel sales team and increase sales
- Work towards given targets
- Brochure Management – Sticker, fill shelves and re-order where necessary
- Window and Department POS

## Central England Co-operative

<ul style="list-style-type: none"> <li>• General housekeeping and customer care</li> <li>• Any other reasonable duties as requested by a member of management</li> </ul>	
<b>d) Measures of performance</b>	
<ul style="list-style-type: none"> <li>• Achieving individual sales targets and increasing branch profit margins</li> <li>• Developing effective relationships with colleagues and internal/external customers</li> <li>• Mystery shopper</li> <li>• Individual productivity</li> <li>• Window displays</li> <li>• Branch Standards</li> <li>• Local PR, charity and fundraising</li> <li>• Promotional activity</li> </ul>	
<b>e) Person profile</b>	
<b>Essential qualifications</b>	<b>Desired qualifications</b>
<ul style="list-style-type: none"> <li>• Minimum of 5 GCSE's Grade C or above (or equivalent qualification) to include English and Maths.</li> </ul>	<ul style="list-style-type: none"> <li>• GNVQ Leisure and Tourism</li> </ul>
<b>Essential experience</b>	<b>Desired experience</b>
<ul style="list-style-type: none"> <li>• Experience of undertaking administration duties</li> <li>• Experience of working in a busy sales environment</li> <li>• Experience of working in the Travel industry</li> </ul>	
<b>f) Competencies / behaviours</b>	
<b>Future Direction</b>	
<ul style="list-style-type: none"> <li>• See the bigger picture</li> <li>• Challenge, change and improve</li> <li>• Make effective decisions</li> </ul>	

## Central England Co-operative

<p><b>Engage People</b></p> <ul style="list-style-type: none"><li>• Lead and communicate</li><li>• Collaborate and partner</li><li>• Build capability</li></ul> <p><b>Deliver Results</b></p> <ul style="list-style-type: none"><li>• Customer focused ways of working</li><li>• Individual accountability</li><li>• Agility and reactivity</li></ul>	
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