

# Premier travel group

## Job Opportunity – St Neots

---

### Premier Travel – Branch Manager

36 High St, Saint Neots PE19 1JA

**Contract:** Permanent, full time

**Opening hours:** Mon to Fri 9am to 5.30pm, Sat 9am to 5pm (minimum one Sat off pcm, when working a Saturday you have a day off during that week), closed on Sundays

**Salary:** Competitive (dependent on level of experience) + excellent incentive, commission and bonus schemes

**Reporting to:** Retail Director

**Team size:** 4

---

#### ABOUT US

The Premier Travel Group (made up of Premier Holidays and Premier Travel) is an independently owned and family-run travel company that has proudly been operating locally for over 80 years. We currently employ in the region of 220 staff, over half of whom have been with the company for over 10 years, which says a lot about our company ethos and experience in selling holidays!

The head office for both companies is located in our modern offices in Cambourne Business Park where we recognise the importance of providing a fun, friendly and enjoyable work environment. We do this by offering contemporary and holiday inspired facilities such as a large staff area boasting a ski-lift, the Tiki Beach Hut, sun loungers, a canoe table, play station, table football and Netflix to name but a few! Within the main office you can also find themed meeting rooms, two oasis drinking stations, twice weekly fruit drops and numerous breakout areas for staff to use.

**Premier Holidays** is the tour operation side of the business offering a wide range of holiday destinations, which include the Channel Islands, Far East, Middle East, Southern Africa, Indian Ocean, USA, Canada, Australia and New Zealand. We are well known within the travel industry as the market leader for Channel Islands holidays and also as a long-haul specialist with a team possessing extensive experience in creating long haul, tailor-made multi-centre holidays. Our wide range of inspiring brochures can be found in most Travel Agencies across the UK and our knowledgeable staff are always on the end of a phone line to offer invaluable holiday advice and personal recommendations.

**Premier Travel** is Eastern England's leading independent travel agency with 24 branches across the East and South East of England, 12 of which are located in the Cambridgeshire area. Our Travel Consultants pride themselves on their excellent travel knowledge, high levels of customer service and the personal touch that keeps our many loyal customers coming back to us again and again.

## ABOUT THE JOB

Reporting into the Retail Director, the role of Branch Manager involves leading, motivating and developing their team to deliver excellent customer service and maximise sales, ancillary bookings and profitability. Along with the day to day running of the store, a large part of the role focuses on developing local business development activity with the help of a dedicated marketing team at head office.

## ABOUT YOU

We are looking for an experienced Travel Agency Branch Manager with a **minimum of two years' experience**, a love of face to face selling, a real passion for travel and the ability to get your whole team working together to achieve your monthly targets.

Key skills required are:

- A proven track record in achieving targets and delivering results
- An ability to motivate your teams and drive performance
- A track record of delivering outstanding customer service
- Excellent leadership and strong organisational skills
- A consistent approach to managing performance
- Strong coaching and staff development skills
- The drive to progress yourself individually as well as the business
- An ability to build strong relationships and communicate effectively at all levels both internally and externally
- Be proactive, have a positive attitude and bring lots of enthusiasm
- Extensive personal travel experience is an advantage

## ABOUT STAFF BENEFITS

- Excellent staff travel rates
- Friendly working environment
- Numerous social events
- Pension scheme
- Overseas educational travel opportunities
- Friends and family holiday discounts



PREMIER TRAVEL – EMPLOYER OF THE YEAR