



## Premier Travel – Branch Manager

Bishops Stortford

**Contract:** Permanent, minimum 4 days per week)

**Opening times:** Monday to Saturday 9am to 5pm

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

**Reporting to:** Retail Director

**Team size:** 3-8 dependent on branch

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### 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 85 years. We currently employ in the region of 200 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 travel themed work environment. There is also head office staff space within our Bury St Edmunds and Norwich retail branches.

Premier Holidays is the tour operation side of the business offering a wide range of holiday destinations, which include the Channel Islands, Far East, India, Sri Lanka, Middle East, Southern Africa, Indian Ocean, USA, Canada, Australia, New Zealand and the South Pacific. 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. We also have an office in Jersey and a direct client brand for the Channel Islands.

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.

Throughout the COVID pandemic, Premier has remained open and serviced all client's cancellations and refunds efficiently and has received high praise for doing so from both inside and outside of the industry. Our experienced staff have had a very high success rate with re-bookings, and we already have large numbers of these, along with lots of new business confirmed for travel throughout 2022 and into 2023 as the pent-up demand for international travel increases each day. All of our efforts have put Premier in an excellent position as we come out the other side of travel restrictions being lifted making this the perfect time for us to expand our teams.

## **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 expanding 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