



Premier Travel – Groups Manager

East Anglia

Contract: Permanent, minimum 4 days per week

Opening times: 30-37.5 hours per week during Monday to Saturday 9am to 8pm

Salary: £Competitive (dependent on level of experience) + bonuses

Reporting to: Premier Travel Director

Team size: Initially one but expect team to expand longer term

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 25 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

With more than 85 years' experience, Premier Travel has developed the skills and expertise needed to put together all the pieces for successful travel trips and we now want to grow and develop this new area to help continue with our growing business.

Whether prospective clients are looking to celebrate a big occasion with the entire family, reward their employees on an all-expenses paid incentive trip to Las Vegas, organize a history trip to Normandy for their class, or organizing a bespoke tour for a local community organization, we want the person who fills this role to have it covered.

The successful applicant will love networking and be able to source their own leads, be competent in organizing group travel itineraries and enjoying assisting their clients throughout their holiday experience from quote stage up until their return. With 25 branches across the East Anglia and south east region, there is also the option to work with our branch managers in local areas to source and promote the unique and exclusive products we can offer such as escorted cruise and touring groups, day trips, coach holidays and much more.

ABOUT YOU

We are looking for an experienced Travel Expert with a minimum of 3 years' experience in selling holidays, a strong sales background, a real passion for travel, expert knowledge of multiple destinations and varying holiday experiences plus the ability to work independently to achieve results.

Prior experience is required in:

- Achieving sales and delivering results
- Delivering outstanding customer service
- Strong organisational skills
- Be confident in servicing bookings from start to finish, including post booking activities
- Utilising outbound calling, face to face, email, social media along with other techniques, to maximise group enquiries and bookings
- Providing a professional consultancy service for all clients, anticipating their needs and offering a range of value added solutions to exceed their expectations
- Keeping up to date with changes within Premier Travel and the travel sector
- 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
- Be happy to work autonomously and within a team
- Have confidence in negotiating best fares and prices with suppliers as well as flexible terms & conditions

Essential skills include:

- Excellent travel industry and destination knowledge
- A positive and professional attitude
- Excellent communication skills, both written and verbal
- Good knowledge and experience of travel systems
- Strong sales record
- A willingness to learn and try new things

Desirable but not essential

- Prior experience in groups, meetings or events field
- Knowledge of group travel booking tools and suppliers
- GDS experience and knowledge of published, net, group and consolidator fare types

ABOUT STAFF BENEFITS

- Excellent staff travel rates
- Friendly working environment
- Numerous social events
- Pension scheme

- Overseas educational travel opportunities
- Friends and family holiday discounts