
Job Title:	Branch Administrator
Reports To:	Branch Manager
Based:	In branch
Salary:	£21,000 depending on experience

What are we looking for?

We have a fantastic opportunity for a Branch Administrator, within the Premier Travel family, you will play an integral role in ensuring the success of the branch by providing administrative support to our Managers and Travel Consultants. You will be accountable for performing a variety of tasks assisting in daily office needs and managing the branches general administrative activities. In this role you'll:

- Handle ticket administration, reviewing all tickets as received to ensure they are correct, following up with suppliers if incorrect. Packaging tickets and documents ready for collection and notifying the customer, emailing, or posting tickets and documents as required and filing appropriately.
- Check client passports are on file and up to date, proactively contacting clients if they are missing, out of date or about to expire. Assisting with client visa's (e.g. ETA, ESTA) and other entry requirements if further work required than at time of making the booking
- Answer branch calls when Travel Consultants are serving and taking messages, assisting with contacting suppliers to make booking changes
- Update window offers and posters, assisting with social media to ensure posts are updated regularly, manage the branch email inbox, actioning any emails that are not an enquiry, consulting with Travel Consultants on emails that need to be actioned.
- Manage general administrative tasks for the branch, including exception reports balance reminders, overdue confirmations, overdue tickets, and overdue booking forms, pulling the report daily, chasing customers and suppliers for outstanding items and updating iSell.
- Complete all administrative tasks as supplier confirmations are received, reviewing confirmations to ensure all documents are received and are correct. Complete all after booking administration and support, this includes booking seats, completing check-ins, checking COVID entry requirements when investigation is needed & to ensure have not changed when doing booking admin, adding call-backs to bookings to offer ancillaries and travel money. Ordering all foreign exchange.
- Complete banking for the branch, managing the petty cash fund, and completing the reconciliation, liaising with the Finance team, and actioning any requests, receipting all BACS payments when advised by Head Office. Liaising with the head office team to investigate any discrepancies and complete actions as needed.
- Monitor stationery and stock and purchasing when needed. Helping with cleaning the office
- Organise and update the branch folder on the server, updating branch processes to transition to a paperless environment

What you'll need:

Our business can't be done without our people, we want them to be proud to work for Premier and consider them to be part of the Premier family. In this role we are looking for someone who is approachable, enthusiastic, and flexible to fit in with the rest of our team, you'll also need to have these knowledge and skills:

- Knowledge of the travel industry
- Strong knowledge of excel and the other office products.

The procedures and policies contained in this document were developed based on current government guidance and are subject. Any significant changes will be communicated to the staff via email and their direct line managers and may result in needing a re-signing of the updated policy. Failure to comply with these procedures and policies could result in legal action against Premier Holidays and depending on the severity could result disciplinary action.

- Good with numbers, close attention to details
- Able to work under pressure, ability to meet strict deadlines
- Strong administration skills
- Good communication skills – written and verbal

You're likely to have come from a background in administration.

What's in it for you?

We are a friendly bunch, we listen to our staff, treat everyone fairly, celebrate long service and loyalty, are flexible, fun, and sociable to create the best environment we can for our employees to flourish. We offer:

- Discounts on Travel and Holidays
- 29 Days Holiday Inclusive of Bank Holidays, increasing on length of service
- Standard Life Pension - 3% Employer Contribution, 5% Employee
- Social Events: Summer Party, Christmas Party, Quiz nights and other socials.

What are the hours for the role?

We are looking for someone who will be able to work office hours Monday – Friday, 9am – 5:30pm, we'll also need someone who is flexible to work on a Saturdays on a rota if required.

A bit about Premier

Premier Travel Group (made up of Premier Holidays and Premier Travel) are an independently owned, family-run travel company that has proudly been operating locally for over 85 years. Over half of our team of 220 have been with the company for more than 10 years, which says a lot about our company ethos and experience in selling holidays.

Premier Travel Limited is the East of England's leading independent travel agency with 25 branches across the East and Southeast of England, twelve of which are 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.

Premier Holidays Limited is the tour operation side of the business offering a range of holiday destinations, including the Channel Islands, Far East, India, Sri Lanka, Middle East, Southern Africa, Indian Ocean, USA, Canada, the Caribbean, Australia, New Zealand, and the South Pacific. We are well known in the travel industry as market leader for Channel Islands holidays and as long-haul specialist with a team possessing extensive experience in creating long haul, tailor-made multi-centre holidays. Our 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 to offer invaluable holiday advice and personal recommendations. We also have an office in Jersey and a direct client brand for the Channel Islands.

Our Vision and Goal

To continually evolve to suit our customers' needs, seek out exciting new holiday destinations, continue to offer quality products, great value, excellent personal service, and superb holidays! No holiday is too complex for us to handle, and no detail will ever be too small to be important. Our goal is to deliver exceptional holidays that our teams are proud of. We care about our customers' holidays as though they were our own; we recognise it's our business but their dream.

Data Privacy

Before applying for this position please view our Careers Site Privacy Policy. By submitting your application, you are confirming that you agree to the processing of your data as outlined in our Careers Site Privacy Policy and that we can keep your CV and application on file for up to two years.