

## About us...

Lincolnshire



With travel branches across Lincolnshire and the surrounding counties, our travel colleagues proudly serve their local communities and ensure excellent customer care for holidaymakers. We have been trading for more than 150 years and we're 100% independent, using a wide choice of operators so we can provide a truly personal approach to finding the perfect holiday for our customers. We're a local name that our customers can trust.

## Essential Information – what you need to know

### Job purpose:

As a Travel Branch Manager, you'll combine a community spirit and a passion for customer service. Working alongside your team to provide excellent customer service, make holiday visions a reality and ensure your store hits its sales targets. You'll take pride in your team, building an inclusive culture that encourages engagement and personal development, for colleagues to reach their full potential.

### You'll report to:

- Travel Area Manager

### Your hours

- 37.5 hours per week FTE

### Your relationships:

- Your line manager and other branch colleagues.
- Your colleagues within the wider organisation which include Community, Membership, Human Resources, Health & Safety, Learning & Development, etc.
- Any stakeholders, including customers and clients at all levels.

### What you'll bring to us:

- At least two years' previous experience in a similar role in the travel industry
- Previous experience of leading and developing a team in a sale-focused environment
- An engaging leadership style; being a strong coach and mentor to all colleagues and supporting their career development
- Excellent time-management, delegation, and problem-solving skills
- A highly motivated, passionate, and driven manner, you'll be someone who wants to work for a travel agent that really cares for its community
- Confident communication skills, a real people person who is able to offer the quality of service our members and customers expect



**Providing and supporting**  
valued services



**Helping to grow the**  
local economy



**Caring for our**  
health and wellbeing



**Looking after**  
our local environment

## Together we are...

**Your Purpose** – I will contribute to my team and the Society’s ongoing success in this role by...

<p><b>Your duties and responsibilities</b></p>	<ul style="list-style-type: none"><li>- Take full responsibility for the performance and day-to-day operations of the branch</li><li>- Be an inspiring leader and manager, working closely with the Assistant Manager to motivate, support and develop your team of Travel Consultants</li><li>- Lead by example, setting the standard for your team for outstanding customer service and inspiring them to achieve it</li><li>- Build close working relationships with your customers and colleagues to drive and develop the branches sales revenue</li><li>- Organise travel packages for customers from start to end, including arranging flights, insurance, accommodation, and the extras that ensure the holiday goes smoothly</li><li>- Investigate and solve problems and queries from colleagues and customers in a timely and efficient way.</li><li>- Support your team in the management of your branches Facebook page.</li><li>- Maintain a professional manner when dealing with enquiries</li><li>- Have full knowledge of all products and services offered by Lincolnshire Co-op Travel and be pro-active in keeping this knowledge up to date.</li><li>- Ensure my colleagues comply with the required standard of behaviour.</li><li>- Be open to taking on any other reasonable duties that may be needed in the role.</li><li>- Help to drive both individual and branch targets through engaging sales tracking.</li><li>- Work closely with the team to achieve and enhance the performance of the branch and the overall Travel business.</li><li>- Attend meetings and activities to enhance my sales knowledge.</li><li>- Demonstrate an understanding of local competitor activity.</li><li>- Assist the branch manager in coaching and developing colleagues</li></ul>
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	<ul style="list-style-type: none"><li>- Process payments and handle cash for bookings and in the Bureau de Change.</li><li>- Always have an awareness of the security of the branch and colleagues.</li><li>- Take ownership in maintaining an up-to-date knowledge of all current procedures and legislation relevant to the role.</li><li>- Demonstrate high standards of personal appearance, hygiene and conduct.</li><li>- Maintain relevant computer-based and paper records</li><li>- Demonstrate good working practices to my colleagues by offering support and guidance to assist with their development.</li><li>- Actively promote local community initiatives.</li></ul>
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## Together we are...

- **Helpful** – we'll look for ways to make a difference
- **Inspiring** – we'll help everyone be the best they can be
- **Trustworthy** – we can be relied on

## Your Approach – how you will contribute to your team and the Society's ongoing success in this role.

### I will be helpful by:

- Responding positively to requests from colleagues and customers.
- Trying to get it right first time.
- Resolving customer complaints and take corrective action.
- Sharing my knowledge with my colleagues.
- Offering to help before being asked.
- Going above and beyond.
- Contributing to the team and its success.

### I will inspire others by:

- Supporting and encouraging one another.
- Being a positive role model.
- Listening and learning from my colleagues and line manager.
- Building strong relationships with customers and colleagues.
- Suggesting new ideas and trying new things.
- Taking pride in my work and celebrating success.

### I will be trustworthy by:

- Using good judgement in all situations.
- Being open and honest.
- Take responsibility for my work and delivering positive outcomes.
- Treating everyone fairly and with respect.
- Doing my best for each other and our communities.

