

Job Description

Company Values	Delight Principles
Dedicated	Make sustainable choice & continuous improvement
Enthusiastic	Have willingness & passion for everything we do
Likeable	Be approachable, delightful, friendly & fun
Inclusive	Show compassion, fairness & respect to all
Generous	Give back & go the extra mile
Honourable	Work with integrity, honesty & accountability
Teamwork	Collaborate & communicate with others considerately

Job Title: GLB Senior Sales Consultant

Department: Great Little Breaks

Reporting to: GLB Sales and Customer Service Team Manager

Personal Traits: Self-motivated, target and service driven, hungry for success, ambassadorial, passionate, enthusiastic

Job Purpose: The primary role of the Senior Sales Consultant is to drive sales, through direct and trade channels of the Great Little Breaks portfolio of products.

You will have a natural passion for sales and exploring the UK, you will have market leading destination knowledge of the geography and infrastructure of the UK. Customer satisfaction will be core to your way of operating, ensuring our customers are delighted throughout their booking journey. A consummate sales professional – you will be driven to convert enquiries and calls, deploying inbound and outbound tactics as appropriate.

The role will be act as an ambassador for the Great Little Breaks operations team, leading on best practice with a customer first approach.

Key Accountabilities / Activities / Duties:

- Drive sales for Great Little Breaks products – handling inbound and outbound calls with both direct and trade customers
- Ensure all enquiries are handled efficiently, meeting company SLAs and ensuring customers are delighted with our responses
- Work alongside other senior sales consultants on prioritising group enquiries – including supplier management and sourcing (working alongside the hotel and third party sales teams as appropriate)
- Work alongside other senior sales consultants on handling travel agent enquiries, fostering strong relationships and exceeding service levels in line with our DELIGHT values
- Support the Customer Service Agents delivering package sale conversions and providing cover when required on customer service issues
- Support the National Sales Manager in onboarding new trade partners and supporting on engagement within the agent Facebook community
- Maintain excellent product knowledge of the UK – ensuring detailed understanding of GLB packages and UK travel logistics
- Foster a culture of continuous improvement, mentoring and coaching newer team members, providing training sessions where appropriate

- Encourage a cycle of 360 feedback, sharing new ideas and recommendations in line with our DELIGHT principles
- Lead on outbound call and lead generation activity, supporting the Head of Sales and Sales and Customer Service Team Leader on new sales ideas

Health & Safety

- To act on your responsibilities detailed in the Health & Safety at Work Act 1974
- To demonstrate a working knowledge of fire prevention and to follow the company evacuation plan on hearing the alarm
- To be security conscious with respect to staff/property/welfare and to report suspicious circumstances to your line manager

General duties

- To familiarise yourself with your departmental standards of performance and to be able to demonstrate their application
- To maintain a high standard of personal hygiene and grooming at all times
- To co-operate and communicate with colleagues to ensure effective department teamwork
- To attend any meetings, training sessions and/or courses that may be beneficial to you and your development

Hours of work

Full time – 40 hours a week, worked on a rota basis to cover business opening hours including some weekend and bank holiday working.

Salary

A competitive annual salary, dependent on experience.

Flexibility

Due to the nature of the business, a degree of flexibility is required, and the post holder may be required to perform certain tasks not specifically referred to above.

Person specification & skills required

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • GCSE English & Maths 	
Attainments/competencies	<ul style="list-style-type: none"> • Customer centric attitude • Excellent time management and prioritisation skills • Computer literate • Written and verbal communicator at all levels • Customer focused • Excellent attention to detail • Strong admin skills • Valid driving licence 	
Previous experience	<ul style="list-style-type: none"> • Minimum 3 years' experience gained in a travel sales role 	<ul style="list-style-type: none"> • Experience in customer relations/complaint resolution • Experience in retail
Experience required	<ul style="list-style-type: none"> • Knowledge of CRM systems alongside core Microsoft product suite • Ability to work on own initiative and to tight timescales when necessary 	<ul style="list-style-type: none"> • Knowledge of hotel channel managers and reservation systems
Special aptitudes (e.g. oral or written skills, manual dexterity, etc.)	<ul style="list-style-type: none"> • Enthusiastic self-starter • Solutions-focussed • Natural problem solver • Ability to multi-task and prioritise • Positive attitude 	