

Branch Manager (Travel)

Job Description

Introduction

As a Branch Manager (Travel) at East of England Co-op Travel, you will have a vital role in upholding the highest standards of service, compliance, and operational excellence within your branch. Your primary objective will be to achieve the predetermined targets for sales, margins, and costs, while also nurturing and empowering your team to reach their full potential. By prioritising customer satisfaction, you will consistently strive to meet or exceed their expectations, ensuring a memorable travel experience.

Principle Accountabilities

Operational and Financial Management

- Create an appealing and professional atmosphere in the branch, showcasing quality literature, brochures, offers, and POS materials.
- Monitor the branch's financial performance closely, surpassing targets and budgets; collaborate with the Travel Manager to discuss recommendations for enhancement.
- Prepare and present comprehensive reports, plans, or actions to the Travel Manager, contributing to the branch's development and overall departmental goals.
- Ensure full compliance with statutory regulations (e.g., ABTA) and internal processes, including rigorous adherence to health and safety guidelines.
- Maintain strict adherence to procedures for foreign currency sales, ensuring meticulous cash control.
- Foster relationships with tour operators and suppliers, actively participating in external events and sharing campaign updates and details with the branch.
- Act as a key point of contact and escalation for suppliers and external agencies, providing necessary support.
- Support other branches as required, offering guidance and colleague coverage to ensure smooth operations.

People Management

- Lead by example, managing the team in an inspiring and motivational manner, fostering high personal standards and exceptional customer service.
- Ensure colleagues receive suitable training, motivation, and information on offers and availability, enabling them to deliver outstanding service consistently.
- Monitor and evaluate colleagues' performance and attendance, addressing any arising issues such as capability or conduct.
- Identify training needs and development opportunities for colleagues, proactively addressing them to enhance their skills and career growth.

Customer Service

- Demonstrate a genuine commitment to delivering first-class customer service, inspiring team members to prioritise customer satisfaction.
- Proactively seek customer feedback to continually review and enhance the service offering.
- Serve as a point of escalation for client complaints, ensuring prompt and satisfactory resolution in compliance with ABTA guidelines.

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Skills & Behaviours

Below lists the skills and behaviours required to complete the role of Branch Manager (Travel) at the East of England Co-op:

- In-depth knowledge of the direct-to-customer travel industry, staying up to date with industry trends and changes.
- Demonstrating exceptional customer service skills, ensuring customers' needs are met or exceeded.
- Being financially astute, adept at managing budgets and achieving targets.
- Exhibiting excellent interpersonal skills to build strong relationships with customers, colleagues, and stakeholders.
- Paying meticulous attention to detail to ensure accuracy and quality in all aspects of the branch's operations.
- Possessing IT proficiency, literacy, and numerical capability for efficient handling of systems and data.
- Having previous experience in leading a team or overseeing daily business operations, showcasing leadership and management skills.
- Being a proactive problem solver, able to find creative solutions to challenges that arise.
- Maintaining a professional standard of conduct and appearance, representing the brand effectively.
- Demonstrating commitment to personal and professional development, continuously seeking opportunities for growth and learning.
- Possessing quality networking skills within the sector, fostering valuable connections and collaborations.

Desirable

- Preferred qualifications include previous experience in managing a travel business or similar, allowing for comprehensive understanding of the industry.
- Holding a recognised managerial training or qualification, further enhancing leadership capabilities.

This job description sets out the major tasks associated with the stated purpose of this post. Minor tasks normally considered an integral function of this post will be undertaken and not excluded simply because they are not itemised.

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Values

At Our Co-op, we live by a set of four values. What's important to remember is that your behaviours reflect our values in whatever task you're performing.



Promote collaboration in day-to-day duties – we work as one team.



Demonstrate ongoing commitment to personal learning and development.



Demonstrate value and integrity reflective of Our Co-op's values and principles.



Be resilient and tenacious.

Disclaimer

Some roles within our co-op may require licence checks (e.g. DBS, drivers, other security checks) – you'll be advised if this is the case for your particular role.

It is advised that occasional national/international travel may be required within this role, however this is infrequent.

Please note that our working patterns are non-contractual. The advertised working pattern represents the normal working pattern for the role at time of advertisement and is subject to change.