

# Travel Consultant

East of  
England  
COOP

Travel

## Job Description

### The purpose of your role in Our Co-op

As a Travel Consultant at East of England Co-op Travel, you will dive into a world of exploration, where your expertise and passion for travel will come alive. Your role will involve creating extraordinary itineraries, uncovering hidden gems, and curating unforgettable experiences for our customers. Prepare to embark on a thrilling journey as you guide and inspire travellers in shaping their dream holidays.

You'll become part of a skilled, engaged, and diverse team, supporting our co-op in our collective vision to be the best at what we do in the East of England.

### The Team you are joining

Our travel team, strives for unique individuals who will push barriers for enthusiasm, combining expertise with a passion for travelling as well as providing an exceptional level of service, care and compassion for every customer.

Our aim is to be at the cutting edge of all the latest trends in the industry trade, to maintain product knowledge and help our customers build their dream holidays and enjoy the journey with them.

### Things you need to know

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.

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

### The skills we are looking for

- Communication
- Teamwork
- Adaptability
- Technical proficiency
- Customer focused

### Your reporting lines

#### Location

Travel Branch

#### Department

Travel

#### Reports to

Branch Manager (Travel)



EMPLOYER RECOGNITION SCHEME

BRONZE AWARD

Proudly supporting those who serve.



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### What you will be working on at Our Co-op

- 1. Deliver Exceptional Experiences**
  - Provide enthusiastic and personalised service, understanding customers' travel needs and offering suitable options.
  - Exceed expectations by suggesting upgrades and handling bookings efficiently.
  - Promote travel money transactions in the branch.
- 2. Stay Updated with Industry Trends**
  - Engage with tour operators and suppliers to stay informed about the latest travel trends.
  - Share updates with the team and provide feedback for improvement.
- 3. Resolve Customer Queries**
  - Address customer queries promptly and satisfactorily, following guidelines for issue resolution.
- 4. Maintain Excellence and Compliance Standards**
  - Meet performance targets and ensure compliance with company processes, including health and safety protocols and cash management procedures.
  - Create a professional atmosphere in the branch.
- 5. Ensure Secure Transactions**
  - Adhere strictly to procedures for the sale of foreign currency, maintaining meticulous cash control for secure transactions.

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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### Our Values

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



To find out more about our values, visit [www.eastofengland.coop/careers/our-values](http://www.eastofengland.coop/careers/our-values)