

SALES CONSULTANT

About The Role

Title: Sales Consultant

Reporting to: Southern Director

Location: Inworth, Essex

Are you ready to embark on a rewarding journey with Next Generation Travel Group? We're not just another company; we're the driving force behind the UK's most exciting educational travel brands. If you're someone who thrives in a collaborative and supportive environment, then you're exactly who we are looking for.

The main focus of this role is to work alongside your colleagues to ensure your personal and company sales targets are achieved by converting new customer enquiries and servicing existing customers through exceptional communication and call management. You will liaise with your clients to package successfully their tour proposals, ensuring at all times that you meet their educational aims within a deliverable product.

What you can expect in return

- Monday to Friday, 35 hours per week, with options to work 08:00 – 16:00, 08:30 – 16:30, 09:00 – 17:00 (flexible working hour requests can also be considered around term time).
- Annual salary reviews linked to performance.
- Reward and recognition programme.
- Pension scheme after a qualifying period (we'll contribute 3%).
- Access to company funded Health and Mental Wellbeing resources.
- 25 days annual leave plus bank holidays, rising by 1 day for every 5 years of service up to a maximum of 30 days.
- Up to 10 days un-paid leave can be requested (subject to approval).
- Training, development, and progression opportunities.
- Team events.
- Onsite car park and close to public transport.
- A people focused, customer centric environment with an amazing support network. We have built an exciting, energetic, and innovative culture by working together.





What will your role look like

- Creation of new and management of existing business using a variety of means of communication.
 - Liaising with the client to ensure accurate tailored proposals are created.
 - Costing the proposals accurately using our bespoke costing system.
 - Providing accurate information regarding accommodation, travel options, visits and educational relevance is imparted at all times.
 - Servicing the clients’ requirements in the most efficient and effective way.
 - Ensuring all internal guidelines are adhered to.
- Delivery of exceptional customer service and some sales administration for a fluid number of tours throughout the year, including....
 - tailor making proposals reflecting the requirements of the group
 - liaising with support departments to request and confirm travel, accommodation / visit requirements
 - Liaising over specific guide requirements
 - ensuring all tours are costed within set budgets and client payments are received in the agreed time frames
 - Introduce the concept of “life-long” relationships with both client and supplier
- Sound product knowledge, including...
 - taking part in inspection visits or accompanying tours
 - researching subjects and destinations in assigned areas to ensure up to date destination based knowledge.
 - Understanding and awareness of NGT’s Safety Management System and Health & Safety Rules
 - Understanding of associate memberships and the benefits of these for the client and the company
- Coaching of less experienced sales consultant and tour coordinator colleagues to develop skills and confidence in customer service skills as / when appropriate.
- Contribution to identifying improvements to work organisation and procedures etc.
- After an appropriate qualifying period you will be required to undertake 24 hour duty officer responsibilities several times each year. This requires you to be available during out-of-office hours in order for you to take calls from guides and clients. Full training will be provided.
- Undertake responsibility for Snapengage – online chat.
- Engaging positively with various forms of social media under guidelines.
- Researching projects and business opportunities under direction.
- Liaising with Marketing and making suggestions for product development and keeping the website relevant.
- Occasional travel in the UK and abroad to learn more about our products at first hand.
- Understanding of responsibilities and duties of other departments and the impact on your own.



Are you the right person?

- Desire to hit targets and work within a targeted environment.
- A passion for exceptional service delivery.
- Desire to support the development of the business and colleagues.
- Trustworthy, self-motivated, positive, resourceful and professional.
- Ability to work independently as well as within a team environment.
- Flexible and adaptable.
- Calm and constructive approach to emergency situations.
- Free to travel abroad from time to time.

Essential skills required

- Proven telesales experience and successful target management ability.
- Proven experience and full understanding of delivering exceptional customer service.
- Ability to resolve problems, work under pressure and meet deadlines.
- Ability to work as under own initiative, and essentially as part of a wider team.
- Analytical skills.
- Ability to fully prepare a specialist tour package including transport, accommodation, academic content and costings to suit all School Groups requirements.
- IT literate and knowledge of Microsoft products, particularly Excel to manipulate data.
- Ability to create and pursue leads generated from data on Progress and a future CRM system.
- Ability to follow procedures and willingness to enhance them.
- Strong time management skills and ability to prioritise workload and be highly organised.
- Excellent verbal and written communication skills and accurate written and spoken English.
- Numerate with commercial and financial awareness.
- Adaptable and flexible.

If you're ready to take on a role where your ideas are valued, your efforts recognised, and your potential realised, then we want to hear from you. Join us in shaping the future of educational travel and be part of something extraordinary. Apply now and let's embark on this journey together!