

Sales Administration Assistant

About The Role

Title: Sales Administration Assistant

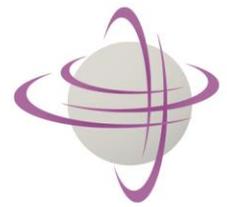
Reporting to: Sales Consultant

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're looking for.

You will work to support the sales team, in acquiring new customers to the business. Your role will be to provide sales consultants with administrative support to order to ensure the deliver exceptional customer service, aiding a smooth sales cycle and customer journey. You will be responsible for ensuring accurate and consistent standards, supporting the team in successfully packaging our clients' tour proposals. You will be responsible for fully representing the company service ethic at all times and working within our expected framework of values and behaviours.





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 annual leave can be requested once probationary period has been passed (subject to approval and departmental needs).
- 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

- Supporting sales throughout customer journey from pre-enquiry to booking stage
- General support to sales as directed by managers
- Creation of sales documentation and supporting literature accurately and to a high standard and within turnaround times using our bespoke template system
- Using a bespoke IT system as well as standard Microsoft applications to administer the tour
- Supporting sales team in checking that proposals are accurate costed and documentation provides accurate information on accommodation, travel options, visits
- Liaising with internal and external departments as required
- Using the CRM system to assist with nurturing, generating and servicing enquiries
- Populating our bespoke operating system with all data requirements
- Assisting with a smooth handover of booking to the operations department
- Gaining product and market knowledge, understanding British history curriculum and UK and International school systems
- Processing and providing sales related data as required
- Data entry and data cleansing on various systems
- Assisting with credit control, acknowledging payments, invoice preparation
- 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
- Assist in identifying improvements to work organisation and procedures etc.
- Providing a range of administrative support as required which may include GDPR, H&S and office facilities
- Understanding of responsibilities and duties of other departments and the impact on your own
- Occasional travel in the UK and abroad to learn more about our products at first hand

Are you the right person?

- A passion for exceptional service delivery
- Desire to support the development of the business and colleagues
- Invested and passionate about providing exceptional educational experiences to the younger generation
- Trustworthy, self-motivated, positive, resourceful and professional
- Ability to work independently within a team environment
- Flexible, adaptable and resilient
- Conscientious
- Quick learner
- Free to travel abroad from time to time

Essential skills required

- Experience and understanding of delivering exceptional customer service
- Ability to prioritise and organise workload
- 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.
- A knowledge of Microsoft IT products & ability to use IT systems
- Intermediate keyboard skills
- Ability to follow procedures and willingness to enhance them
- The ability to learn complex products and apply such knowledge
- The ability to learn the customer journey and sales processes
- Some understanding of commercial practices and financial awareness
- Accuracy and attention to detail
- Excellent verbal and written communication skills and accurate written and spoken English
- Personable telephone manner
- Adaptable and flexible
- Receptive to feedback and self-development



Essential Personal Attributes

- Self motivated, positive and professional
- Real passion for exceptional service delivery
- Ability to work independently inside a team environment
- Desire to support the development of the business and others
- Flexible, adaptable and positive approach to work
- Keen on company progression and self-development

Individual Additional Information: – Disclosure and Barring Service checks

Due to the nature of the information held and operated by NGT, it is a requirement that all/some staff members hold current and qualifying DBS checks. Further information can be provided and there would be no charge to the successful applicant should a new or updated check need to be processed.

If you're ready to take on a role where your ideas are valued, your efforts recognised, and your potential unleashed, 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!