

## Retention Sales Consultant

### About The Role

Title: **Retention Sales Consultant**

Reporting to: **Head of Customer Experience & Crisis Management**

Location: Bispham, Blackpool

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.

The main focus of this role is to work alongside your colleagues to ensure your personal and company retention and referral sales targets are achieved by driving a "life long" client ethos, supporting the operations team to fully deliver annual repeat custom targets. You will work with multiple internal departments and sometimes external supply as well as liaising with your clients to successfully package their bespoke tour proposals. Being part of for an award winning team you will bring our exceptional customer service culture to life, supported by the NGT 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**

#### **Main responsibilities**

- Maintaining repeat business and supporting the operations team and management of existing bookings using both telesales and email techniques.
  - Liaising with the client to ensure accurate tailored proposals are created
  - Accurately costing the proposals using our bespoke costing system
  - Ensuring accurate information re hotel, destination, visits is always imparted
  - Servicing the clients' requirements in the most efficient & 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
  - generating accurate tour costing's,
  - liaising with support departments to request and confirm travel, accommodation / visit requirements
  - ensuring all tours are costed within set budgets and client deposits are received in the agreed time frames
  - Introduce the concept of "life-long" relationships with both client and supplier



- Sound product knowledge, including...
  - regularly visiting assigned areas, taking part in inspection visits
  - input into maintaining and continually improving information packs about visits in the assigned areas
  - researching subjects and destinations in assigned areas to ensure up to date knowledge bank.
  - Understanding and awareness of NGT's Safety Management System and Health & Safety Rules
  - Understanding of associate memberships and benefit to client & company
- Coaching of less experienced Operators in retention sales to develop skills and confidence in customer service skills as / when appropriate
- Contribution to identifying improvements to work organization and procedures etc.

#### Additional responsibilities

- After an appropriate qualifying period, you will be required to assist with 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 be able to take calls from clients. Full training will be provided.
- Participation in the emergency procedure as required. Full training provided
- Understanding of responsibilities and duties of other departments and the impact on your own.

#### Are you the right person?

##### 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 and costings to suit all School Groups requirements
- IT literate and knowledge of Microsoft products
- 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
- Commercial & financial awareness and be numerate
- Adaptable and flexible



### Useful Skills

- Advanced IT knowledge
- Advanced knowledge of the School Travel Market
  
- Knowledge of a foreign language French/German/Other
- Driving license
- School Travel Market Product knowledge
- Destination knowledge in particular Europe & USA

### Essential Personal Attributes

- Desire to hit targets and work within a targeted environment
- 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
- Free to travel

### **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!