

Commercial Sales Manager – Anglia Tours

About Next Generation

NGT is the innovative parent company and driving force behind the UK's Best School Tour Operator; offering unique, immersive tours to young people, from 10-21 years, designed to open minds and empower learning.

Our Vision

To be the trusted partner of choice for a broad range of high-quality educational tours and experiences.

Our Mission

To enhance educational outcomes for young people through inspiring, content-rich learning experiences, created by experts who care.

About Next Generation Travel Values and Behaviours

The successful candidate will be expected to behave in a manner equal to the position. This role requires flexibility of hours, passion for service delivery, energy application and vision as required by the business. This role may also require the post holder to stay away from home on occasion.

NGT's behaviours are to be focused on our customers, to listen actively, to work as a team, to empower others and to show empathy.





NGT's Behaviours are that we will :



BE ACCOUNTABLE

Each of us is responsible for our words, our actions, and our results



BE CURIOUS

Ask questions, be interested, never stop learning



BE EMPOWERED

Be open, confident and ambitious. Explore success and evaluate & learn from mistakes



BE ONE TEAM TOGETHER

When we work TOGETHER anything is possible



DO THE RIGHT THING

Build trust through responsible actions and honest relationships

All of the above behaviours will be supported by our experienced Senior Management Team and continual learning practices.

Being part of NGT's team means that you will benefit from an annually reviewed salary, regular training & development opportunities and working within an exciting, energetic, and innovative culture where reward and recognition are aligned with our success from working together.



About The Role

Title: **Commercial Sales Manager**

Reporting to: Head of Anglia

Location: Kelvedon, Essex

Join our team as the Commercial Sales Manager and embark on an exciting journey with Anglia Tours, based in Kelvedon, Essex. As a pivotal member of our dynamic team, you'll be the driving force behind the profitability and strategic growth of our business.

Your role is more than just a job - it's an opportunity to shape the future of our company and lead a team towards unparalleled success. Reporting directly to the Head of Anglia, you'll be at the forefront of our mission, ensuring that our vision is not only met but exceeded.

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.
- A basic salary and performance bonus depending on experience.
- Annual salary reviews linked to performance.
- Reward and recognition programme.
- Pension scheme after a qualifying period (we'll contribute 4%).
- Access to company funded Health and Mental Wellbeing resources.
- 25 days annual leave plus bank holidays, rising by 1 day for every 1 years of service up to a maximum of 30 days.
- Up to 10 days un-paid leave can be requested (subject to approval).
- Opportunities to travel both in the UK and abroad for inspection visits.
- Hybrid working opportunities available after qualifying period.
- Training, development, and progression opportunities.
- Team events.
- Onsite car park and close to public transport.
- A fun office environment with an amazing support network. We have built an exciting, energetic and innovative culture by working together.

**Are you the right person?**

- A passionate advocate for educational travel experiences.
- Thrives in a dynamic and fast-paced environment.
- Demonstrates a commitment to driving profitability and strategic growth.
- Inspires and leads teams to achieve unparalleled success.
- Brings innovative ideas and solutions to the table.
- Skilled at building strong relationships with colleagues and clients.
- Ready to make a lasting impact on our organisation.
- Excited to be part of revolutionising educational travel.
- Values teamwork and collaboration

What will your role look like

- Inspire and develop the Anglia team, fostering a culture of excellence in line with industry standards.
- Lead a team of Acquisition Sales Consultants, exceeding new business targets with finesse while prioritising the training, development, and welfare of your team members.
- Collaborate closely with the Operations Manager to capitalise on every Repeat Sales opportunity, enhancing our overall retention rate.
- Keep our CRM system up to date, maintaining accurate records of Sales Leads and tracking opportunities effectively.
- Develop innovative activation plans and strategies alongside Marketing and Sales Consultants for both new and existing customers.
- Take charge of margins at the point of sale, accurately managing pricing and discounting requests.
- Stay ahead of the curve by closely monitoring competitor movements and reporting on market trends regularly.
- Keep reservation system templates up to date, ensuring smooth operations for both Acquisition and Retention sales teams.
- Utilize CRM dashboards and BI Software (Power BI) to analyse performance and produce insightful KPIs and market trends.
- Provide valuable insights on market trends, aiding in the creation of accurate trading forecasts.
- Assist the Head of Anglia in crafting annual budgets for Anglia and spearhead the execution of growth strategies.
- Implement company processes and drive continuous improvement through proactive service initiatives.
- Act as a catalyst for change, identifying opportunities to enhance work organization and procedures.
- Foster strong relationships with the Guide team and Military & Adult Tours team, ensuring seamless collaboration.
- Serve as a brand ambassador, representing the company at external events when required.



Additional Responsibilities:

- Ensure compliance with GDPR regulations, safeguarding our clients' data.
- Undertake 24-hour duty officer responsibilities periodically, with full training provided.
- Participate in crisis management and emergency procedures, equipped with the necessary training.
- Travel occasionally within the UK and abroad to gain firsthand insights into our products and ensure alignment with learning objectives.
- Develop an understanding of other businesses within the Group and their impact on our operations.

Due to the nature of the information held and operated, it is a requirement that all staff members hold current and qualifying DBS check. 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!