

## **Sales Consultant Role with Next Generation Travel** **(Study & Sport Experiences)**

### **About The Role**

Title: Sales Consultant

Reporting to: Sales and Commercial Manager

Location: Cheam Village, Surrey

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 sales targets are achieved. You will liaise with your clients to successfully package their tour proposals, ensuring at all times that you are working within the published Customer Service Guarantee guidelines. 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.
- Generous commission scheme.
- 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 business and responsibility for retention and management of existing business 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 imparted at all times
  - Servicing the client’s 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
  - 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 sales consultant colleagues to develop skills and confidence in customer service skills as / when appropriate
- Contribution to identifying improvements to work organisation and procedures etc.
- Facilitating GDPR and PTR compliance

### **Are you the right person?**

#### **Individual - Useful Skills**

- Strong IT knowledge
- Previous experience of using CRM systems
- Strong knowledge of the School, College and Sports Club Travel Market and previous experience working on Education Events/Sports Tours.
- Knowledge of a foreign language French/Spanish/Other
- Driving licence
- Destination knowledge, in particular Europe.



### Individual – 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
- Free to travel

### 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

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!