

Travelopia

UK Sales Manager

Location: Surbiton, London

Division: EEE

Sector or Brand: Exodus

Function: Sales

Contract type: Permanent

Reports to: Customer Director

Band: 4

Summary

Travelopia is a pioneer in the specialist travel sector, with a portfolio of more than 50 independently operated brands, most of which are leaders in their sector. Sailing adventures, safaris, sports tours, Arctic expeditions – our brands are as diverse as they are exciting, creating unforgettable experiences for customers across the world.

The UK Adventure division constitutes the Exodus Travels, Trek America, Grand American Adventures & Headwater brands, and offers a diverse range of experiences to a wide range of discerning customers in multiple markets including North America and Australasia.

It's an exciting time to join as there are big growth opportunities across the brands.

The Sales Manager's main purpose is to maximise the sales made by the 3 Exodus UK sales teams (Telesales, Web, Tailormade), manage the performance of the teams and work closely with the Customer Director and sales team leaders. This is a sales and line management role and the individual will be measured on the success of overall UK sales in line with the overall company objectives and strategies.

You will identify and implement improvements across the UK sales teams, improving our customer experience and operational efficiency using technology, training programs, strong communication, tracking measurements, supporting cross departmental collaboration and sharing best practice. This role is pivotal to increasing customer and sales team engagement, increasing customer retention and operational productivity benefits.

Key accountabilities and responsibilities

- Significantly improve working practices and processes making it easier for customers to convert through multi-channel booking systems
- Develop capability throughout the entire sales team, creating an enduring environment that ensures the attraction, development and retention of great talent
- Ensure long term strategic initiatives are considered alongside day to day operational priorities and communicated to wider teams
- As a leader of a customer facing team, provide valuable insight to other senior leaders on commercial pricing issues, market trends and requests for new products and destinations.
- Coach and develop the sales leadership team
- Implement and execute a robust, clear and fair process for performance management creating high engagement
- Identify sales training requirements for all teams, working with the business and Learning & Development team to design and roll out bespoke training programs
- Collaborate with CRM Manager on training and development of sales lead management, customer communications, automation of workflows and pipeline management

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- Manage the Educational trips within budget and measure success in both staff surveys, content delivery and performance improvement
- Monitor attendance/timekeeping, shift adherence and manage any absence, return to work interviews, investigations and disciplinary issues with the assistance of the Customer Director and People Director

Duties

- Maximising sales opportunities, through effective and constant supervision and supporting of Phone, Web and Tailormade Team Leaders
- Conducting regular 1:1 meetings and implement performance management against measurable KPI's
- Regular reviews of client email quality and turnaround times
- Follow any assigned reporting routines as delegated by the Customer Director
- Handle and solve problems associated with escalated bookings from Team Leaders and Customer Service team
- Motivate the teams using various incentives, competitions and support
- Review all training needs with Team Leaders and manage development programs, including delivering quarterly PDR assessments on time
- Contribute to and present monthly department meetings, including discussion of business improvements
- Build strong relationships across the business, including with Marketing and Product functions, to drive growth
- Introduce working practices for the business areas to support improved operational efficiencies including discount control, reduction of errors, resourcing and shift patterns

What we are looking for

- *Strong sales background with experience and success in a previous leadership position*
- *Used to setting, driving, achieving and rewarding sales targets*
- *Excellent written and spoken communicator who builds relationships quickly*
- *Demands high standards of customer service and understands the importance of attention to detail*
- *Thrives in a sales environment and enjoys managing and training individuals to ensure standards are constant*
- *Has a strong positive character and is used to dealing with pressure*
- *Ambitious and keen to progress and develop their own career*
- *Knowledge of Amadeus / Galileo GDS system useful*
- *Ability to present effectively using Powerpoint and use Excel to at least an intermediate level*
- *Displays good commercial awareness and understanding of company business plans, objectives and strategy, including competitor awareness*
- *Positive role model for change and able to support teams through it*

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Working with us

Join us and in return you'll be rewarded with:

- Competitive salary
- Various employee discounts and offers
- Childcare vouchers & cycle to work scheme
- Contributory Pension scheme
- Career progression opportunities

Please note that for all benefits, details were accurate as at the date of publication. Any changes will be notified to you upon your start with the Company.

How to apply

Please click on the link below, the application process consists of answering a few questions and uploading your CV:

<https://saas.ngahr.com/travelopia/wrl/>

[If candidates can't apply online, include a link to the job on your careers page or include a specific email address].

Working Hours

- Office hours are 9am – 8pm Monday to Thursday – Friday 9am to 7pm – Saturdays 9am to 4pm. Sundays 10am to 4pm.
 - Flexible shifts within these hours, including one or two shifts per week of 1pm to 8pm.
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