

Job Advertisement & Job Description

Job Title:	Branch Admin & Foreign Exchange Consultant
Reports To:	Branch Manager
Based:	In branch
Salary:	Competitive

What are we looking for?

We have a fantastic opportunity for a Branch Administrator & Foreign Exchange Consultant, within the Premier Travel family, where you will play an integral role in ensuring the success of the branch by providing administrative support to our Managers and Travel Consultants and operating the bureau de change. You will be accountable for performing a variety of tasks assisting in daily office needs, managing the branches general administrative activities and running the foreign exchange bureau. In this role you'll:

- Maximising branch sales of foreign exchange
- Assisting with the day-to-day operation of the bureau
- Increasing exposure of the bureau and developing new business leads
- Supporting the sales team with the booking process
- Processing all travel documentation and tickets
- Updating window offers and posters and assisting with social media
- Managing general administrative tasks for the branch
- Assisting clients via all communication mediums to help with administrative tasks
- Providing exceptional customer service at all times

What you'll need:

Our business can't be done without our people, we want them to be proud to work for Premier and consider them to be part of the Premier family. In this role we are looking for someone who is approachable, enthusiastic, and flexible to fit in with the rest of our team, you'll also need to have the following knowledge and skills:

- Strong knowledge of Microsoft office suite, including excel
- Good accuracy and numerical skills
- Be organised and meticulous with a high level of attention to detail
- Able to work under pressure and meet strict deadlines
- Have good communication skills, both written and verbal
- Knowledge of the travel industry would be an asset

What's in it for you?

We are a friendly bunch, we listen to our staff, treat everyone fairly, celebrate long service and loyalty, are flexible, fun, and sociable to create the best environment we can for our employees to flourish. We offer:

- Discounts on Travel and Holidays for you and your friends and family
- 29 Days Holiday Inclusive of Bank Holidays, increasing on length of service
- Standard Life Pension - 3% Employer Contribution, 5% Employee
- Social Events: Summer Party, Christmas Party, Quiz nights and other socials.

What are the hours for the role?

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We are looking for someone who can work at least four days a week, but up to five days per week. You'll need to be able to work retail hours Monday to Saturday, 9am-5pm. We'll also need someone who is flexible to work on Sundays on a rota if required. There is no ability to work from home with this role.

A bit about Premier

Premier Travel Group (made up of Premier Holidays and Premier Travel) are an independently owned, family-run travel company that has proudly been operating locally for over 85 years. Over half of our team of 220 (evenly split across the two companies) have been with the company for more than 10 years, which says a lot about our company ethos and vast experience in providing and selling holidays.

Premier Travel Limited is the East of England's leading independent travel agency with 27 branches across the East and Southeast of England, twelve of which are in the Cambridgeshire area. Our Travel Consultants pride themselves on their excellent travel knowledge, high levels of customer service and the individualized touch that keeps our many loyal customers coming back to us again and again.

Premier Holidays is a highly regarded tour operator in the travel industry, offering Travel Agents and direct customers their expertise and knowledge in tailor-making dream holiday experiences from a wide range of holiday destinations ranging from the Channel Islands to the Far East, Sri Lanka, Middle East, Southern Africa, Indian Ocean, USA, Canada, Australia and New Zealand. The head office and main inbound call centre is based just outside of Cambridge where all training and office visits take place.

Our goal is to deliver exceptional holidays that our teams are proud of. We care about our customers' holidays as though they were our own; we recognise it's our business but their dream.