
Job Title:	Branch Manager
Reports To:	Retail Director
Salary:	Competitive (dependent experience)
Team size:	Between 3 and 8 depending on branch

What are we looking for?

Reporting into the Director, the role of Branch Manager within the Premier Travel family is accountable to lead and inspire your staff to create personalised, memorable holidays fulfilling the customer's dreams while achieving their sales and personal goals. You will be responsible for overseeing the management of all branch functions, including balancing of accounts, compliance to company policies, resolving issues, health and safety and identifying opportunities to promote the branch and Premier Travel brand.

Our Branch Managers work hard to meet and exceed their targets and take pride in offering excellent customer service to gain recommendations and build on our local client bases.

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 an experienced Travel Agent, you'll be a real team player and someone who loves dealing with customers face-to-face and working to sales targets.

We are looking for an experienced Travel Agency Branch Manager with a **minimum of two years' experience**, a love of face-to-face selling, a real passion for travel and the ability to get your whole team working together to achieve your monthly targets. You'll also need to have these knowledge and skills:

- A proven track record in achieving targets and delivering results
- An ability to motivate your teams and drive performance
- A track record of delivering outstanding customer service
- Excellent leadership and strong organisational skills
- A consistent approach to managing performance
- Strong coaching and staff development skills
- The drive to progress yourself individually as well as the business
- An ability to build strong relationships and communicate effectively at all levels both internally and externally
- Be proactive, have a positive attitude and bring lots of enthusiasm
- Extensive personal travel experience is an advantage

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
- 29 Days Holiday Inclusive of Bank Holidays, increasing on length of service
- Excellent incentive, commission schemes
- Overseas educational travel opportunities
- Standard Life Pension - 3% Employer Contribution, 5% Employee
- Social Events: Summer Party, Christmas Party, Quiz nights and other socials.
- Fresh Fruit in the office

What are the hours for the role?

We are looking for someone who can work at least 3 days a week, but up to 5 days per week, you'll need to be able to work retail hours Monday – Saturday 9am – 5pm, we'll also need someone who is flexible to work on a Sundays on a rota if required. You'll be guaranteed at least one full weekend off per month. There is no ability to work on a hybrid basis with this role.

A bit about Premier

Premier Travel Group (made up of Premier Holidays and Premier Travel) is an independently owned, family-run travel company that has proudly been operating locally for over 85 years. Over half of the 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 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.

Premier Travel Limited is the East of England's leading independent, award-winning travel agency with 28 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 personal touch that keeps our many loyal customers coming back time and time again.

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.