

## Role Profile

<b>Role title</b>	Travel Consultant – Sales Team
<b>Reports to</b>	Sales Team Leader
<b>Working hours</b>	Full time/permanent but work life balance is important to us and so we are open to discussion on working hours. 5 in 7 days.
<b>Location</b>	Whitwell-on-the-Hill, near York

### A bit about Inntravel:

This is an exciting time to take on a new role at Inntravel – a business benefiting from long-term investment to achieve ambitious growth targets, deliver digital transformation projects and retain its place as market leader in the self-guided walking holiday market.

Established in 1984, Inntravel is a widely respected, leading provider of ‘at your own pace’ self-guided walking, cycling and other activity holidays across Europe. Innovative, paying meticulous attention to detail, and delivering the highest standards of personalised customer service, a team of over 70 staff work from idyllic offices in rural surroundings near York.

Inntravel was for many years a family-owned business, and it retains a strong sense of independence and autonomy. Since 2008 the company has been an integral part of the well-established Hotelplan UK. The Hotelplan UK family of brands includes Inghams, Esprit, Santa’s Lapland and Explore Worldwide, all based in Farnborough.

Hotelplan Group was a founding signatory of the Glasgow declaration, which commits us to halving CO2 emissions by 2030 and reaching Net Zero as soon as possible before 2050. We are all stakeholders in this commitment and sustainability is a huge part of the decisions we make here at Inntravel.

### Role Purpose:

**Our primary aim is to deliver the best possible service to our customer throughout their journey and this is the key driver for everyone at Inntravel.**

The Sales and Customer Services teams are key to maintaining and improving Inntravel’s reputation for providing first class customer service. Delivering expert and personal service, they are responsible for promoting Inntravel’s values and beliefs. Ensuring we continually improve enquirer conversion rates, maximise sales and increase repeat bookings.

The Sales team are responsible for selling directly to our customers and offering expert advice across our holidays. Their priority is to provide customers with all information required to guide them to the right holiday choice on the phone.

responsible for collecting accurate information to ensure we can help our customers effectively and efficiently. Whilst also managing customer expectations so they clearly understand what to expect at each stage of the journey.

## Responsibilities & Tasks:

### Specific Sales Tasks

- Offering expert advice to our customers, helping to guide them to make the best holiday choice. This includes booking a variety of travel elements such as flights and rail. As a Sales Specialist you will retain ownership of the booking until the firm itinerary has been decided.
- Respond to quotes and sales enquiries in a timely manner, ensuring to follow up on quote to maximise every sales opportunity.
- Manage customers' expectations by ensuring they are clear about what to expect from Inntravel during the reservation and confirmation process. Maintain accurate records of all enquiries, quotes and sales to enable us to process their bookings effectively and efficiently.
- Switching customers to alternative holidays if their first holiday choice is not possible.
- Contact the customer to obtain any outstanding information if required.
- Book any outstanding elements of the holiday if needed before sending confirmation.
- Respond efficiently and effectively to customer queries and instructions within the agreed timescales.
- Manage customers' expectations by ensuring they are clear about what to expect from Inntravel during the reservation and confirmation process.
- Maintain accurate records of all queries to provide customers with continuity and maximise our efficiency.
- Communicate and collaborate effectively with the operations and product team.

### Other Tasks

- Continually enhance product knowledge through personal research, attending product briefings, and overseas familiarisation visits.
- Undertake additional training in central reservation systems, IT, sales and customer service techniques and other relevant areas as required.
- Participate in the weekend and additional hours rota during busy periods.
- Assist other departments with any other tasks as required.

## Key attributes, skills and characteristics:

- A genuine ability and desire to sell and provide the highest standards of customer service.
- An enthusiasm for Inntravel's type of holiday.
- Excellent telephone and inter-personal skills with an ability to work effectively in a team.
- Good written skills.
- Highly motivated and flexible.
- High level of computer literacy and numeracy.
- Keen eye for detail and an ability to work swiftly and accurately under pressure.

## Benefits of working for us:

- 50% holiday discount scheme on holidays offered by any company in the Hotelplan UK group
- 25 days holiday a year (pro-rata) – rising by 1 day per year to 30 days after 5 years.
- Opportunity to 'buy' additional holiday leave if you need more time off
- Bonus eligibility based on company performance each year
- Hybrid working environment

- A healthcare cashback scheme that allows you to claim back money on a number of healthcare costs
- Access to your own Octopus MoneyCoach for 12 months
- Pension scheme and life insurance
- 2 volunteer days a year
- Sociable and friendly office environment including our own allotment and lunchtime exercise classes

**Our Values:**

*Inntravel – inspiring individual discovery*  
**Expertise** through knowledge and experience  
**Respect** for the places and people we work with  
Embracing **individuality** and **creativity**  
**Trust** through openness and integrity  
Shared **enthusiasm** and **pride** in all we do

**The fine print**

*This Position Description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements, and you will also be expected to undertake such tasks as are reasonable and relevant to the scope of the post. Job descriptions will be regularly reviewed to ensure they are an accurate representation of your role.*