



## Travel Experts – Support Team

Cambourne or Norwich office

**Location:** Cambourne Business Park, CB23 or Norwich NR6 (with option to work from home 2 days per week)

**Opening times:** Monday to Friday from 9am to 5.30pm and Saturdays 9am-5pm

**Contract:** Permanent, full time: five days a week including Saturdays (with one Saturday off pcm), part time is minimum 3 days per week plus two in four Saturdays

**Salary:** Competitive

**Reporting to:** Travel Experts Manager

**Team size:** Overall Travel Experts Team (Sales and Support Teams combined) approx. 60

**Closing date:** 10 September 2021

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### ABOUT US

The Premier Travel Group (made up of Premier Holidays and Premier Travel) is an independently owned and family-run travel company that has proudly been operating locally for 85 years. We currently employ in the region of 200 staff, over half of whom have been with the company for over 10 years, which says a lot about our company ethos and experience in selling holidays!

The head office for both companies is located in our modern offices in Cambourne Business Park where we recognise the importance of providing a fun, friendly and enjoyable travel themed work environment. There is also head office staff space within our Bury St Edmunds and Norwich retail branches.

Premier Holidays is the tour operation side of the business offering a wide range of holiday destinations, which include the Channel Islands, Far East, India, Sri Lanka, Middle East, Southern Africa, Indian Ocean, USA, Canada, the Caribbean, Australia, New Zealand and the South Pacific. We are well known within the travel industry as the market leader for Channel Islands holidays and also as a long-haul specialist with a team possessing extensive experience in creating long haul, tailor-made multi-centre holidays. Our wide range of inspiring brochures can be found in most Travel Agencies across the UK and our knowledgeable staff are always on the end of a phone line to offer invaluable holiday advice and personal recommendations. We also have an office in Jersey and a direct client brand for the Channel Islands.

Premier Travel is Eastern England's leading independent travel agency with 24 branches across the East and South East of England, 12 of which are located 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 to us again and again. All of our agencies reopened on 12 April in line with Government guidelines.

Throughout the COVID pandemic, Premier has remained open and serviced all client's cancellations and refunds efficiently and has received high praise for doing so from both inside and outside of the industry. Our experienced staff have had a very high success rate with re-bookings and we already have large numbers of these, along with lots of new business confirmed for travel during the second half of this year, throughout 2022 and into 2023 as the pent-up demand for international travel increases each day. All of our efforts have put Premier in an excellent position as we come out the other side of travel restrictions being lifted making this the perfect time for us to expand our teams.

## ABOUT THE JOB

The Travel Experts work within the busy inbound call centre located in Cambourne (the head office) which also is linked to the Norwich office. This large team is split into two main areas:

**The Sales Team** start off specialising in specific destinations with their portfolio of areas expanding over time as more experience is gained. Dealing with emails and incoming calls from travel agents and direct clients throughout the day, the sales team put together tailor made holiday packages over the telephone whilst working to sales targets linked to excellent commission and bonus schemes.

**The Support Team** have more of an administrative role dealing with all worldwide destinations Premier Holidays features. This team have a very varied role not only dealing with any changes made to holidays from the supplier or client side once the booking has been made, but also the whole administrative side of holiday bookings behind the scenes. This includes dealing with suppliers and clients over email and the phone, various daily reporting, quality control checking of documentation, schedule changes, building work updates, making arrangements for bookings with special needs, assisting with any problems in resort and also keeping up to date with foreign office advice.

All training is done in-house and covers the destinations featured in our brochures, our in-house booking system and flight booking systems. Travel Experts also have the opportunity to go on free educational trips to our featured destinations (generally once a year) to gain first-hand knowledge of what we do and the countries we feature!

## ABOUT YOU

We are looking for someone who enjoys working as part of a busy team, is organized, conscientious, enjoys helping others and is able to deliver excellent customer service.

Experience required:

- **Minimum 1 year in a previous telephone customer service based role**
- Professional, helpful and calm telephone manner
- Excellent attention to detail
- Being able to work under your own initiative and as part of a team
- Proactive nature
- Must be competent in using outlook, word and excel
- Preferably have a knowledge of the travel industry (desired but not essential)

## ABOUT STAFF BENEFITS

- Opportunities to travel overseas as part of your role
- Opportunity to work partially from home
- Excellent staff travel rates for own holidays
- Free on-site parking
- Modern offices
- Friendly working environment
- Numerous social events
- Pension scheme