



We're hiring

JOB TITLE: Canada Travel Sales Expert / Concierge

FOR: Canada

LOCATION: Cheltenham with Remote / Hybrid option

SALARY: £25,000-£30,000 a year basic, with commission.

OTE: £30,000-£40,000 a year.

Do you know and love travel? Are you looking for flexibility, autonomy, and the chance to develop deep, specialist knowledge? Then read on!

HOLIDAY ARCHITECTS AND YOU

Holiday Architects is one of the fastest-growing, most ambitious, and most progressive specialist tour operators in the UK. We've built our success on really listening to and understanding our clients, and using our expert destination knowledge to put together the perfect, tailor-made holiday for them.

If you're good enough to get a job here, then we believe we can trust you to perform the job to the best of your ability and deliver the required performance (no micro-managing here!). Because we trust you to do this, we offer flexible working hours, and currently only require you to be in the office one day a month (although we're a social bunch, and you'll find a good few of us in the office most days!).

We also trust you to own your product and your role, not just the sales process. Because you'll only focus on one or two countries, your level of knowledge of those countries (supported by familiarisation trips) will be so high, you will decide what the "Holiday Architects" product looks like for your country, and then choose how to present that to our clients, on the website, in our quotes, and in conversation, as well as maintaining the relationships with all relevant suppliers.

You'll have the chance to really listen to our clients and build relationships with them, and we will support you by providing training, familiarisation trips, and the space to decide how best to apply all your knowledge to the job.

You'll be working as part of a remarkable team, who support and mentor each other, and take collective responsibility for the company culture. It's a fun, social team as well, with lunches, sports events, evenings out, and regular office parties. You'll have a direct say in how the company operates, as well as the chance to get involved in areas of the business away from sales and product; this could be anything from helping formulate a social media marketing campaign, to controlling the office refurbishment budget.



THE ROLE

This hybrid role will sit within the Sales & Operations Team, reporting to the General Manager.

Your time will be divided between functioning as one of our Concierges and managing your own Canada enquiries and holiday sales.

The balance between each element of your role will be determined by the General Manager, dictated by the relative demand and current business need.

In your role as a Concierge, you will be the first port of call for our incoming telephone calls. For new enquiries, using your knowledge of the HA portfolio and all-round experience, you will engage the client and qualify the enquiry before passing it through to the relevant team member, where appropriate. For calls from existing clients, you will see if you can answer their questions for them, or pass them through to their travel expert if more appropriate.

In your role as a Canada Travel Expert, you will be the sole point of contact for your clients, from the moment they contact us, until they return (delighted!) from their holiday. You'll listen to them and understand them, and then apply your in-depth Canada knowledge to design them the perfect holiday and secure the arrangements with our partners across the globe.

SKILLS AND ATTRIBUTES

Successful candidates are likely to have to following skills and attributes:

- Detailed on-the-ground knowledge of all of Canada.
- Knowledge of a number of other destinations within the HA portfolio.
- At least two years' experience in the travel industry.
- A proven ability to listen and understand clients.
- Ambition and then drive to always perform to the best of your ability.
- The ability to flourish and be motivated in an environment that gives you space to work out the answers for yourself, rather than being given them.

OTE: £30-£40,000 per annum, made up of a £25-£30,000 basic salary, plus commission/bonus. Pension included (more generous than the statutory minimum requirement).

REASONS TO BELIEVE

We make a lot of claims about our growth, the quality of our service, and the work environment here. The sort of candidate we're looking for will probably want us to back these claims up! So here goes: we're the winners of Wanderlust magazine's Top Tour Operator for 2018 & 2019 (and in their Top Ten for "Best Response to the Pandemic"), and very proud of our 96% Excellent rating on Trustpilot. We're finalists in the "High Growth Business" category of the SME National Business Awards, and winners of the Gloucestershire Business Awards "Best Place To Work" in 2018!

GET IN TOUCH!

If you can see yourself here at Holiday Architects in this role, then please send a CV and covering email to

careers@holidayarchitects.co.uk.