

Here at Skedaddle we're passionate about pedallin' and fervent about fair trade. We believe in the power of travel to inspire, educate and positively impact the travellers and communities we visit.

Based in The Cycle Hub, overlooking the Quayside and the Millennium Bridge Skedaddle is an independently run company with big aspirations to become one of the best loved holiday providers in the world. We've worked hard to establish a strong, recognisable brand, and can often be spotted in National Press, including the Telegraph and the Guardian.

A 'family feel' is a key part of the Skedaddle experience and our office-based team in Newcastle are a friendly bunch with plenty of international connections to boot. We believe in supporting our team to develop and the majority of our management team joined the company as a Travel Consultant before moving on to other roles.

Over the years we've found amazing places, fascinating cultures, stunning landscapes, made lasting friendships and helped thousands of people find their perfect cycling holiday. Why not come and join the fun?

Who we're looking for...

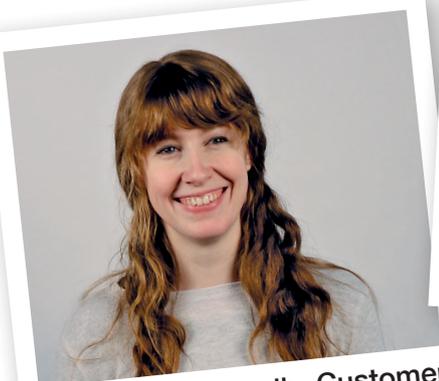
- Someone who cares deeply about the experience of our customers.
- A person who will thrive in the challenges and opportunities presented by working in a small team.
- Someone who can balance the fun and approachable Skedaddle feel with professionalism, hard work and attention to detail to make everything run to plan.

What we have to offer...

- Competitive salary, holiday allowance & a pension.
- Opportunities to travel.
- Regular team socials organised by Skedaddle.
- Company bikes.
- Discounts at The Cycle Hub on everything from brownies to brake pads.
- Supportive environment which encourages development.
- Fairtrade tea, coffee and hot chocolate on tap.
- Top notch craic!

Who you'll be working with...

We have a team of around 20 in the Newcastle office but here are some of the guys you will be working with most closely.



Kay, Leisure, Family, Customer Service Manager

I love: Thursday Pint Night, books, Radio 4, city breaks and friends.



Lizzie, Head of Product Development, MTP & Family

I love: Autumn, wild camping, buttons.



Matt, Product Manager, Mountain Biking
I love: Time with family, riding bikes and meat pies.



Travel Consultant

Job description



Job title: **Travel Consultant**

Reports to: **Customer Service Manager**

Location: **Skedaddle HQ, The Cycle Hub, Quayside, Newcastle upon Tyne, NE6 1BU**

Hours of Work: **Full time** (Hours as per contract)

Holiday Entitlement: **23 plus bank holidays**

Salary: **Circa £16,500** (Increased to circa £17,000 after 6 month probationary period)

Closing Date: **25th June 2018**

Saddle Skedaddle is the UK's leading independent cycling holiday company and as part of our range we have a fantastic selection of fair trade tours, known as Meet the People, which we promote through a partnership with the UK's leading fair trade company, Traidcraft. This key role, as part of the office-based staff, provides sales and administrative support for our range of holidays. As with all Saddle Skedaddle positions, depending on the individual's interests, there is the opportunity to travel on trips and develop understanding of the holidays.

Main Purpose of the Role

- Dealing with sales enquiries and customer's queries
- Driving sales through pro-active activity
- Processing bookings
- Finalising tours to ensure everything is in place
- Assisting with development of tours, coordinating with overseas suppliers and UK organisations
- General office administration
- Maintaining and updating website information
- Co-ordinating and supervising tour briefings & reunions

Direct Reports

None

You'll be working with

- Customer Service Manager
- Product Managers
- Travel Consultants
- Operations Team
- Marketing Team

Key Tasks

- Pro-active sales tasks
- Respond to trip note requests
- Respond to and capture details of new customers and enquiries by phone and e mail

- Manage ongoing sales prospects
- Process bookings
- Manage bookings on unconfirmed trips
- Maintain sales and marketing material (trip notes and website)
- Maintain trip final information
- Communicate with partner/supplier
- Process balances
- Finalise trip with customer (letter, call, text)
- Finalise trip with partner/guides/supplier
- Following up on feedback post tour
- Ensure all dates and prices & trip notes for new season are updated

While this role focuses on sales and customer service, the person will be required to help out with all areas of Saddle Skedaddle's work. As with all our staff there will be the opportunity to join a trip each year. Position will occasionally involve working weekends.

Success Measures

- Delivery against key performance indicators
- Financial targets
- Conversion rate
- Delivery against defined processes and to key milestones
- Happy travellers

Personal Profile

Personal qualities and values

- Fun and friendly
- Energetic and enthusiastic
- Passionate about customer care
- Interested in travel, cycling and fair trade
- Good communication skills
- Sociable team worker

Skills and knowledge

- IT literate
- Confident and friendly phone manner
- Expert in electronic sales and booking processes
- Expert in generating sales
- Can develop expert product knowledge
- Can develop knowledge of processes in other areas of the business
- Able to work with a range of partners in different countries and cultures
- Experience in event planning and coordination

Key competencies

- Attention to detail
- Management of time and resources
- Initiative
- Influencing
- Empathy
- Flexibility
- Resilience under pressure

Does this sound like you?

If you think so, please send a CV and covering letter to kay@skedaddle.co.uk

Not exactly what you are looking for, but you'd love to work for Skedaddle?
We are always looking for good people with that special Skedaddle touch. Please send us your CV!