

# Branch Manager

## Job Description



### The purpose of your role in Our Co-op

As a Branch Manager at East of England Co-op Travel, you will have a vital role in upholding the highest standards of service, compliance, and operational excellence within your branch. Your primary objective will be to achieve the predetermined targets for sales, margins, and costs, while also nurturing and empowering your team to reach their full potential. By prioritising customer satisfaction, you will consistently strive to meet or exceed their expectations, ensuring a memorable travel experience.

You'll become part of a skilled, engaged, and diverse team, supporting our co-op in our collective vision to be the best at what we do in the East of England.

### The Team you are joining

Our travel team, strives for unique individuals who will push barriers for enthusiasm, combining expertise with a passion for travelling as well as providing an exceptional level of service, care and compassion for every customer.

Our aim is to be at the cutting edge of all the latest trends in the industry trade, to maintain product knowledge and help our customers build their dream holidays and enjoy the journey with them.

### Things you need to know

Some roles within our co-op may require licence checks (e.g. DBS, drivers, other security checks) – you'll be advised if this is the case for your particular role.

It is advised that occasional national/international travel may be required within this role, however this is infrequent.

Please note that our working patterns are non-contractual. The advertised working pattern represents the normal working pattern for the role at time of advertisement and is subject to change.

### The skills we are looking for

- Communication
- Teamwork
- Adaptability
- Technical proficiency
- Customer focused
- Leadership
- Interpersonal skills
- Data interpretation
- Project management
- Critical thinking
- Budgeting/financial awareness

### Your reporting lines

#### Location

Travel Branch

#### Department

Travel

#### Reports to

Travel Manager, Caroline Thorne



EMPLOYER RECOGNITION SCHEME

BRONZE AWARD

Proudly supporting those who serve.



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### What you will be working on at Our Co-op

#### 1. Operational and Financial Management:

- Create an inviting branch atmosphere with quality literature and materials.
- Monitor financial performance, exceed targets, and propose enhancements.
- Prepare comprehensive reports for the Travel Manager, ensuring compliance with statutory regulations (e.g. ABTA) and internal processes including rigorous adherence to health and safety guidelines.
- Maintain strict cash control procedures for foreign currency sales.

#### 2. Supplier and External Relationship Management:

- Cultivate relationships with tour operators and suppliers, provide necessary support.

#### 3. Support and Collaboration:

- Offer support to other branches as needed, ensuring smooth operations.

#### 4. People Management:

- Lead by example, manage the team inspiringly, fostering high standards.
- Ensure colleagues are well-trained and informed to deliver exceptional service.
- Monitor and address colleagues' performance and attendance issues.
- Identify and address training needs for colleagues' career growth.

#### 5. Customer Service Excellence:

- Demonstrate commitment to first-class customer service, inspire team focus.
- Proactively seek and act on customer feedback for service enhancement.
- Resolve client complaints promptly and satisfactorily, adhering to ABTA guidelines.

This job description sets out the major tasks associated with the stated purpose of this post. Minor tasks normally considered an integral function of this post will be undertaken and not excluded simply because they are not itemised.

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### Our Values

At Our Co-op, we live by a set of five values. What's important to remember is that your behaviours reflect our values in whatever task you're performing.



To find out more about our values, visit [www.eastofengland.coop/careers/our-values](http://www.eastofengland.coop/careers/our-values)