

External Vacancy

Travel Agency Supervisor

**Post Ref: 5778, 29.6 hours per week (to cover 5 working days),
Permanent, £23,247 per annum, pro rata**

A unique opportunity has arisen for an enthusiastic individual to undertake the role of Travel Agency Supervisor at our Travel Agency located within Hylton Campus.

The successful candidate will have experience of managing a successful travel agency and meeting sales targets. You should have recent retail travel experience and relevant travel qualifications. You should enjoy working with young people as this role will require you to supervise and support students on apprenticeships and work placements to meet the curriculum requirements.

The travel agency will re-locate to our brand new City Campus due to open in September 2016 providing us with a high street retail opportunity to grow and develop the business. We expect to increase the Travel Agency Supervisor role to a full-time role to coincide with the opening of the new travel agency in 2016.

Applicants should be able to demonstrate, in their personal statement, practical examples of how they fulfil the person specification.

Due to the nature of this post, you will be required to undertake an Enhanced Disclosure Check. We are big advocates of diversity so applications are welcome from anyone who's suitably qualified.

To find out more about this great opportunity visit www.sunderlandcollege.ac.uk/vacancies alternatively email vacancies@sunderlandcollege.ac.uk or call 0191 511 6046 to request an application pack.

All applications must be received by Tuesday 18 August 2015, 10.00am

We are working towards equal opportunities and welcome applications from all sections of the community. We are committed to safeguarding the welfare of children and vulnerable adults.



North East
Better Health
at Work Award
Bronze Award



Job Description

(This is a description of the job as it is as present constituted. It may be necessary, from time to time, to update job descriptions to ensure that they relate to the job as then being performed. Therefore, management reserve the right to make changes to your job description, commensurate with your grade/level in the organisation, after consultation with you).

Post Title:	Travel Agency Supervisor
Post Reference No:	5778
Department	Sport and Tourism
Grade:	Fixed Point 022
Contract:	Part Time, Permanent
Hours:	29.6
Location:	Hylton Campus
Responsible to:	Head of Sport, Public Services & Tourism

PRINCIPAL DUTIES:

1. To work as an integral part of the travel and tourism department.
2. To operationally manage the College's commercial travel agency to ensure full compliance with the service level agreement with Hays Travel.
3. To be responsible for promoting and marketing the services offered by the travel agency to ensure that annual sales targets are met.
4. To support the travel and tourism department in the delivery of the travel and tourism curriculum to a range of College students from levels 1 to 4.
5. To take responsibility for the supervision and assessment of students on work placement in the travel agency as appropriate and as directed by the curriculum leader for travel and leader.
6. To ensure compliance with all College policies and procedures.
7. To prepare and provide reports to managers and the Colleges senior management team concerning the performance of the travel agency.
8. To actively promote excellent customer service and high professional standards at all times.
9. To uphold the College's values and contribute to the safeguarding of students.
10. To undertake other such duties commensurate with the grade of the post.

MAIN DUTIES:

- 1.1 To become an integral member of the travel and tourism team, attending appropriate department and College meetings as required.
- 1.2 To participate in team duties as directed by the Head of Department
- 1.3 To undertake appropriate and relevant continuous professional development on an annual basis.

- 2.1 To manage all aspects of the travel agency in line with the service level agreement to include sales of all aspects of travel services, including rail and ancillary services, appropriate banking and administration arrangements.
- 2.2 To work collaboratively with Hays Travel as appropriate to ensure an efficient and effective provision of a travel agency service to both students of the College and to members of the public who access this.

- 3.1 To design and undertake strategic marketing campaigns to best promote the agency's offer.
- 3.2 Ensure availability and play an active part during College promotional and open events for prospective students.
- 3.3 Ensure sales targets are met on an annual basis.

- 4.1 Deliver learning to students from levels 1 to 4 based on the appropriate prepared materials/resources.
- 4.2 Prepare lesson plans which contribute to an identified scheme of work.
- 4.3 Make use of appropriate classroom/workshop techniques and strategies in delivering learning.

- 5.1 Manage and supervise the training of students placed in the travel agency in line with the curriculum team's direction so that students gain a valuable and relevant industry experience and develop relevant industry skills.
- 5.2 To contribute to student support issues as an integral part of the travel and tourism team.

- 6.1 To ensure that all College policies and procedures are adhered to at all times.

- 7.1 To monitor and report on the agency's sales performance, providing monthly reports to the Head of Department and Assistant Principal.

- 8.1 To ensure the provision of high standards of customer service from self and students working in the travel agency to warrant repeat custom.

- 9.1 To follow the College's safeguarding procedures at all times and undertake the compulsory safeguarding training.
- 9.2 To take appropriate responsibility for the safeguarding and promotion of the welfare of children and/or vulnerable adults.

- 10.1 To be required to work at any of the College's centres and to work evenings as and when required.

Person Specification

Post Title: Travel Agency Supervisor (Post Ref: 5778)

CRITERIA	ESSENTIAL REQUIREMENT	DESIRABLE REQUIREMENT
Skills/Knowledge/Aptitude Able to work effectively and communicate across multi-disciplinary teams as required Excellent organisational skills and ability to meet challenging deadlines Excellent communication and interpersonal skills Ability to prepare and present accurate reports	√ √ √ √	
Qualifications and Training Relevant degree or relevant vocational qualification COTAC/ABTAC or equivalent employer related training Experience of travelcat systems or similar	√ √ √	
Experience Minimum of 2 years retail travel management/supervisory experience in an ABTA travel agency (within the last 5 years) Excellent customer care skills Proven experience of meeting targets	√ √ √	

Disposition Proactive in adapting student support strategies To take appropriate responsibility for the safeguarding and promotion of the welfare of children and/or vulnerable adults. Commitment to equality and diversity initiatives. Flexible attitude to work and working hours Ability to set a professional example to students Innovative/creative and ability to use own initiative Self motivated Drive & enthusiasm Willingness to develop in the job and to undertake new challenges.	√ √ √ √ √ √ √ √	
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