



## Educational Tours Account Manager

- Salary:** £24,000 - £28,000 dependent upon experience  
plus additional on-target commission earnings of £5,000 - £20,000  
and a team performance bonus scheme of £500 - £1,500
- Hours:** Full time – 37.5 hours per week
- Base:** The role is based at our Head Office in Derby.  
  
Option for hybrid-working with a minimum of 3 days per week at our Head Office in Derby.

### The Role

If you're looking for a consultative sales role in a vibrant and forward-thinking company, this could be the opportunity for you. As an Educational Tours Account Manager, you'll play a significant role in a Derby based team who are passionate about creating opportunities for young people to embark on UK based and international educational tours.

As the first point of contact on the phone to teachers, your role will be to listen, learn more about their tour objectives and provide guidance and recommendations on which destinations best suit their needs. You'll be having discussions about their learning objectives, their budget, preferred tour duration and when they are able to travel in order to put together tailor-made quotations and itineraries.

The majority of our client and supplier communications are undertaken digitally or by phone, however, in-person visits continue to be valuable and may take place overseas, in the UK or at our Head Office. These may, on occasions, fall outside of core office hours. You will have the opportunity to travel and accompany groups on tour so you are able to communicate the experience first-hand to other group leaders.

Key duties include:

- Confidently taking enquiries from clients via telephone or in person.
- Advising clients of the best solutions to their requirements.
- Compiling profitable and attractive quotations for clients and ensuring regular contact is maintained throughout the process.
- Liaising with airlines, accommodation centres and other suppliers.
- Carrying out sales visits/presentations to the Party Leader and/or group; these may include face-to-face meetings with group leaders and parents' evenings.

Please note you will be part of the on-call rota, which provides 24-hour support for all our groups whilst on tour. You'll be on-call for an average of 3-5 occasions per year (weekends or weekdays) and full training prior to this will be given. When on-call, support from senior management is also provided.

### The Candidate

It's a competitive industry, so you'll be skilled at communicating all the relevant USP's of our service along with the benefits of choosing to work with us. You will be dealing with multiple groups at any one time, so a demonstrative skill in managing and prioritising a busy workload is essential. You will be a good listener and a confident communicator who succeeds on proposing and delivering solutions.

You will have a positive, enthusiastic, pro-active approach and the willingness to be hands-on.

The experiences we create for our customers are unique, we will therefore fully support you in developing your skills and knowledge throughout your employment with us as we equip you with the confidence, ability and expertise to succeed in your role.

This is a fantastic opportunity for someone who relishes the thought of combining their love of travel with their career on a daily basis. Our business has significant plans for future development and growth. We want to hear from people who believe they will succeed in this environment and are excited about the prospect of being part of the team and helping us grow!

## Requirements

### Key skills and experience

- Experience of working in a consultative sales role.
- Excellent organisational skills, time management and attention to detail.
- Good financial and commercial awareness.
- Strong administration skills.

### Beneficial skills and experience

- Knowledge of the travel industry.
- A UK driving licence.

## Benefits

- A basic salary of £24,000 - £28,000 (dependent upon experience).
- A commission scheme based on individual sales (OTE £5,000 - £20,000).
- A bonus scheme based on team performance (£500 - £1,500).
- 24 days holiday per year (increasing with length of service to a maximum of 27 days) in addition to all public holidays.
- Contributory pension scheme.
- Cycle to Work scheme.
- Flexible hybrid working programme.

## How to apply

Feeling excited about the role and want to apply? We can't wait to hear from you!

Please send us your CV with a great covering letter introducing yourself and detailing:

- Your current role and salary
- Where you saw this vacancy advertised
- Why you are a suitable candidate for this position

Please email your application to [recruitment@rayburntours.com](mailto:recruitment@rayburntours.com)



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