



Galloway European Coachlines Ltd
Denters Hill, Mendlesham, IP14 5RR

JOB DESCRIPTION

JOB TITLE:	Holiday & Excursions Manager	LOCATION:	Mendlesham
REPORTS TO:	General Manager (Product and Sales)	HOURS:	Full time 40 hours per week

JOB PURPOSE

To be responsible for the management of the tours, cruise and excursion programme for Galloway. To ensure both programmes are researched, developed, marketed, sold and delivered to the very highest standard.

MAIN ROLES & RESPONSIBILITIES:

Strategic Management

- To oversee the research, development, production and operation of the tours, cruise, Disneyland® Paris and day excursion programmes for Galloway.
- To oversee the content of these to ensure a varied, attractive programme has been developed utilising the fleet appropriately taking into account input from the Traffic Department.
- To work with the Sales Manager and Marketing Manager to monitor and review sales, highlighting trends and making recommendations for the future. To report KPI's to General Manager (Product and Sales) monthly for dissemination to the Board.
- To work with the Marketing team to ensure the programme is marketed effectively, including any brochure production.
- Manage customer complaints from Tours and Day Excursions. Ensuring internal and external issues are resolved and dealt with appropriately and that complaints cannot reoccur.

Financial Management

- To produce and set an annual budget for Day Excursions and Adult Tours. To monitor the budget monthly, reporting any variance against budget to the General Manager (Product and Sales) and taking appropriate action where necessary.
- To work with operations and product co-coordinators to review and amend annually (as necessary) the Adult Tour and Day Excursion pricing structure to ensure that all tours and day excursions are profitable and can be delivered within budget.
- Formulate and apply company pricing structures in line with company objectives.



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Customer Experience

- Ensure high levels of customer satisfaction, investigating any issues or problems immediately.
- Ensure that customer experience is central to everything that happens within Galloway.
- Ensure that the required services are correctly delivered as booked and/or contracted on a job by job basis.
- Ensure uncompromised standards for service and passenger safety are delivered always.
- To manage all out of hours emergencies relating to any tours under your management.

People Management

- Maintain discipline, morale and harmonious relationships among peers and subordinates, dealing and communicating with all employees in a manner which promotes positive morale and cooperation.
- Manage and direct staff within the group to ensure maximum efficiency and good intra functional working relations, including appraisals, training and recruitment.
- Ensure administration of tours is managed effectively.

Insurance and Risk Management

- To be responsible for ensuring that insurance and risk management processes are up to date and maintained for Galloway Sales and Product teams as required.
- To ensure that BCH, ATOL, ABTA and Crisis Management reports and renewals are completed as required.

Partnership Working and Contracts

- To ensure all negotiations, partnerships and contracts with third parties for Product and Sales are completed as required and that all partnerships and contracts are monitored and operated as required and in the best interest of Galloway.
- Research, negotiate, evaluate and contract accommodation.
- Represent the company at trade shows, exhibitions and external meetings as required.

Travel will be required as part of the role.

KEY MANAGEMENT RESPONSIBILITIES

Business Planning & Development

Maximise the use of resources through supporting the development of a more co-ordinated and business planning approach. Plan, direct and co-ordinate business planning process to identify future requirements/opportunities and to forward plan, review progress, monitor and provide regular updates on performance. Set and monitor targets in line with business plans and budgets, evaluating performance to ensure achievements.

Budget Management

Support budgeting and monitor budgets, ensuring they are efficiently utilised within cash limits. Co-ordinate and manage activity, to meet operational needs while also making efficiency savings where appropriate. Review and rationalise where appropriate managing and co-ordinating income and expenditure.



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Management

To manage, motivate and develop staff and resources within the relevant area(s) of responsibility to deliver a high quality product and service provision, ensuring the understanding of how personal objectives align with department and company objectives. To facilitate co-operative working within the area of responsibility and across the company to develop and maintain good working relationships with internal and external customers and stakeholders. To share and cascade relevant information as necessary to the team. To ensure learning and development opportunities are utilised to the benefit of the organisation, through appropriate planning and evaluation. Manage activities and performance in line with the company policy and procedure.

Risk Management

Ensure a practical approach to risk management is taken and support the continued development and implementation of frameworks and processes so risks are identified, assessed and managed. Contribute to the overall management of risk, ensuring clear lines of accountability and well understood systems are in place for monitoring and managing risk to secure the reputation and resources of Galloway.

OTHER RESPONSIBILITIES

Health and Safety

Take due care at work and contribute to the ongoing implementation of policies and procedures to maintain the health, safety and welfare of self, colleagues and customers. Ensure that accidents and/or unsafe or hazardous conditions are reported to management in line with policy.

Equality & Diversity

Undertake all aspects of employment and service provision with due regard to Equal Opportunities and diversity and associated organisation policy and practice. Demonstrate a commitment to openness and equality of opportunity and ensure that all individuals are treated with dignity and respect.

Behaviour

To work and behave in a manner that is consistent with the company's expected ways of working (Employee Handbook). To undertake all duties in accordance with the company's policy and practice, to maintain compliance with relevant statutory responsibilities and applicable legislation.

Team Working & Support

Act as an effective team member providing assistance to team members or other teams, as requested, to support the delivery of team and company objectives. Maintain links with other teams, groups and customers/clients as necessary to the role, sharing information where necessary.

Learning & Development

To take responsibility for identifying and agreeing personal learning and development needs with your manager, participating in activities relevant to the job or personal development. Work in line with the company policy and procedure.



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Galloway Vision & Values

Undertake other duties as appropriate to the post, to support and contribute to the delivery of the company's vision & values.

Safeguarding Children & Vulnerable Adults

We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We take this responsibility seriously and expect all staff and volunteers to share this commitment.

Review of Job Description

This Job Description will be reviewed from time to time and changes agreed with the incumbent. With new roles in particular, it is possible that job descriptions may be subject to more frequent review and change as the needs of the business and requirements of the role are defined.



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PERSON SPECIFICATION

	Assessment Method
EXPERIENCE	
Significant experience of working in the travel industry in a tour operator or travel agent environment	AF BI
Experience of planning tours and itineraries	AF BI
Experience of leading and building a team	AF BI
KNOWLEDGE	
Good knowledge of the coach travel market	AF BI
Knowledge of the hotel and attraction product	AF BI
First hand knowledge of destinations in the UK and Europe	AF BI
Considerable understanding of business principles and marketing	BI
Good knowledge of Word and Excel	BI
SKILLS & COMPETENCIES	
Ability to plan, develop and deliver a business plan for Adult Tours & Day Excursions	BI
Excellent customer service skills	BI RF
Accuracy and attention to detail	AT
Computer literate	BI AT
Ability to work effectively under pressure and meet tight deadlines	BI
Ability to organise own work and that of others	BI
Ability to organise and deliver promotional activities for School Group Tours	BI
EDUCATION	
Excellent level of written and verbal English	AF
ADDITIONAL REQUIREMENTS	
Full driving licence	AF

Assessment Key:

AF – Application Form

BI – Interview

RF – References

WS – Work Sample

AT - Ability Test

PT – Psychometric Assessment

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