



InsideAsia Tours Ltd.
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Sales Support Team Leader

UK

Bristol Office

Full time

Reports to Sales Manager

Our Values

In everything we do at InsideAsia Tours we aim to act in line with the company's five core values: Trustworthy, Knowledgeable, Ethical, High Quality, Friendly. These are at the heart of the organisation, and the company looks for every individual to demonstrate these values on a daily basis.

Leadership & professionalism

InsideAsia Tours encourages everyone to take personal responsibility for leadership within the organisation. Each member of the team is expected to exemplify the company values through their work and professional conduct. We expect everyone to set an example to those around them and to be conscious that they are representing the company when working with customers and partner organisations.

Job Purpose

You will be responsible for managing a team of 6 Sales Support Administrators; creating an environment in which they can perform at a consistently high level to book and deliver holidays of an excellent standard to our clients.

The Role

The Sales Support Team facilitate the booking of our tailor-made holidays and create final travel documentation for our clients before departure. Your role is to ensure this happens as efficiently and effectively as possible to ensure the best possible client experience.

You will be responsible for identifying development needs and knowledge gaps within the team; playing a key role in designing and delivering training and support at both team and individual level, and in ensuring





its ongoing implementation. You are the first point of escalation for any problems and should authorise suitable action by their team in the majority of cases.

The Sales Support Team Leader will refine process and procedure to improve the productivity and effectiveness of the Sales Support team.

Who will you be working with?

As well as your own team, you will work closely with the 4 Sales Team Leaders in the UK office to ensure effective teamwork and communication with Travel Consultant teams. Close relationships with the Sales Support Teams in US and AUS branches along with the Management of our operations team in Japan are key to success in this role. You will also collaborate with the Product team to ensure client documentation is consistently of high quality and with the Office Administrator for the Japan Rail Pass shop.

What are we looking for from you?

You will be expected to show flexible, resilient leadership and calm decision making under pressure.

Thorough training on all aspects of the role is provided throughout your career, with ongoing support from the Sales Manager and Sales Director. Alongside this you will be expected to demonstrate independence and self-motivation to reflect on your own performance and proactively seek to develop your skills and knowledge.

Outputs

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- Timely and accurate confirmation of high volumes of tailor-made holidays by the UK branch
 - Consistent delivery of timely client travel documentation by Sales Support Team
 - A minimal level of complaints and errors

Main tasks and responsibilities

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- Providing the first line of management support to the team; assisting in resolving issues and finding the answers to questions
 - Leading weekly catch ups with team members
 - Proactively monitoring team workload, output volume and quality
 - Utilising the full range of managerial approaches to challenge and develop team members at all levels of experience
 - Assisting with time management and task prioritisation in busy periods, as required
 - Oversight of flight bookings and ticketing to ensure effective delivery with minimal error



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- Identify capacity challenges and manage workloads effectively to deliver timely output particularly over our peak departure seasons (March/April and October)
 - Proactively seek ways to refine current practice to improve productivity of the sales department

Training and Development

- Promoting a culture of self-analysis and peer support within the team
- Leading constructive appraisals and ensuring follow up through effective Personal Development Plans
- Analysis of training needs, and ensuring any training delivered is implemented and embedded
- Playing a role in the recruitment, induction and training of new starters
- Providing intensive support and guidance for new starters during their 6-month probation period

Leadership and other tasks

- Contributing toward the overall leadership of the UK office
- Collaborating with Sales Management colleagues to contribute toward the continuous improvement of departmental performance
- Collaborating with Japan Operations team to contribute toward the continuous improvement of operations worldwide
- Other reasonable tasks as requested by Sales Manager and/or Directors

Experience and key skills required

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- Highly motivated, well organized individual with ability to handle a volume of simultaneous tasks
 - Previous management experience in travel or operations
 - High level of productivity and accuracy; able to get a lot done at a high level under pressure
 - Excellent written and verbal communication skills, IT skills and good with numbers
 - A passion for Japan as a travel destination and desire to help others discover the country
 - Japanese language skills
 - Experience of living and/or working in Japan
 - University/college undergraduate/bachelor's degree

Desirable attributes

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- Knowledge of IAT destinations
 - Coaching skills



About InsideAsia Tours

InsideAsia Tours Ltd (IAT), is a growing travel company whose head office is in Bristol, with other sales branches located in Boulder, Colorado and Brisbane, Australia, and an operations branch based in Nagoya, Japan. The company consists of specialist travel brands, InsideJapan Tours which was established in 2000, InsideVietnam Tours which specialises in travel to the Indochina region and InsideBurma Tours which focuses on Burma (Myanmar). The multi-award winning InsideJapan brand is one of the world's largest and most respected independent providers of travel to Japan. The company offers unique group tours, tailored travel, and cultural experiences that few get the chance to discover.

Our team have had years of experience living, working and travelling in destination countries, and we offer unrivalled advice and support, whatever the customer budget or personal interests. Our holidays grant people the chance to experience both the popular and little-known aspects of Japan, Burma, and Vietnam culture, giving customers an insight into the diverse character of the relevant country.

Work Culture

You will be working in a vibrant office with a great team of employees all with a passion for the destinations, a belief in the brands and a strong sense of collective values and purpose. Our work culture is supportive, creative and dedicated and is at its best when we all try to lead by example; the more you put in, the more you and the team get out, and it will be important that you play your part.

Pay and Conditions

Salary: from £26,920 per annum plus discretionary performance related annual bonus

Probation period: 6 months, can be extended by 1 additional month if necessary.

Candidates will need to have the right to work in the UK. For this position we are unfortunately unable to sponsor visas. There may be occasional opportunities to travel to Japan for research purposes.

As a senior member of the team you will be expected to be flexible in your working hours, to take a share of time with the emergency duty phone (on a rota basis) and to be available to deal with incidents whenever they may occur. You will be expected to show leadership and contribute positively to the management of the company. There may be opportunity on occasion to visit our other sales offices for training or support purposes.

If the above role is of interest, please apply now by sending an up-to-date CV and a comprehensive cover letter, showing how your skills and experience match the job description, to: jobs@insideasiatours.com