

CARRIER

JOB DESCRIPTION			
Company	Carrier Ltd	Role	Account Manager (Northern and Central Regions)
Location	Remote With regular visits to our Head Office in Didsbury, Manchester	Supervised by:	Head of Sales
		Direct reports:	
Date	March 2023	Hours	Full time

About Carrier...

Carrier is renowned for being the best in the luxury travel space, winning the accolade of 'Luxury Tour Operator of the Year', 'Luxury Team of the Year' and 'Luxury Travel Workplace of the Year' as voted by leading experts in the industry. Carrier is also recognised as one of the UK's 100 Best Mid-Sized Companies to work for.

This is a chic and sophisticated brand that embodies a world of beauty and elegance; constantly rising above the rest, we stand out for being different and authentic, creative and extraordinary. Our purpose is to inspire others to be who they can be, to tap into the potential of every trip to have a positive impact. We apply this same purpose to our people, tapping into everyone's potential to be who they want to be; be it an inspiring leader, a better parent, a creative thinker or perhaps it's more about embracing challenge, learning new skills, or the desire to give back and contribute more to the world. The team has the same vision, a way we feel the world should be seen and experienced, and we create enduring experiences that turns that vision into reality. carrier.co.uk/company/careers/

The opportunity...

Working for a luxury brand requires a certain attitude and mindset with a blend of service excellence and professionalism, along with an appreciation of the time and craftsmanship that goes into curating and promoting such beautiful products. Beyond these qualities your personality and passion are hugely important.

As Account Manager (Northern & Central Regions) for the UK's leading luxury tour operator, you will be responsible to ensure our valued agent partners are supported to grow their luxury business. Together with the existing Agency Sales team, you'll help shape and execute an inspiring calendar of trade engagement activity including industry leading marketing campaigns, elevated training events and inspirational educational trips. Working remotely, you will be responsible to manage existing and emerging travel agent relationships in your territory, tailoring the right mix of face-to-face sales calls, telephone contact and virtual events in order to maximise sales and loyalty.

You will be genuinely passionate about delivering exceptional service and will understand the importance of true partnership. Your commitment and energy will ensure that our travel agent partners feel sufficiently valued, supported and motivated to book with Carrier as their No1 luxury operator of choice.

In addition to providing account management and support to existing agents, you'll actively seek out new partnership opportunities with suitable travel agents; those who share our ethos to provide exceptional personal service to their clients. Additionally, there will be exciting travel opportunities both domestically and internationally, as you represent the Carrier brand at industry events, conferences and host overseas educational trips.

The Responsibilities...

- Create and manage an efficient call cycle calendar of engagement to ensure key travel agencies and homeworking partners are contacted regularly to include structured face to face sales calls, in addition to telephone and virtual calls.
- Provide outstanding account management and accessibility, exploring promotional activities, maintaining product awareness and dealing with any operational issues which may arise.
- Assist in the planning of, conduct/participate in, training sessions, product launches and other corporate events to build awareness, knowledge and loyalty among agents.
- Represent Carrier at external travel trade events including conferences, meetings, events as required and to undertake any necessary presentations.
- Monitor bookings made ongoing, ensuring that every booking made by your agents is recognised accordingly, remembering that "it's about how we make people feel."
- Identify and develop the new agency business, ensuring that any new partnerships are properly qualified and onboarded.
- Provide feedback on your activity and the wider market in a structured format weekly.
- Leverage the Carrier Partners Facebook group to maximise engagement.
- Attend and input to the weekly trading call, sharing market feedback, competitor insight and any relevant activity to address.
- Attend and input to the quarterly Agency Sales Team review, presenting on personal territory performance and offering creative ideas to drive improved sales and further elevate travel agent relationships.
- Plan, organise, manage regional events, trade showcases and other travel agent events within an agreed events budget.
- Host at least two overseas educationals per year.
- Communicate marketing campaigns/ tactical promotions effectively and efficiently.
- Act as internal and externally facing ambassador for the Carrier brand and values.

Personal attributes and skills we're seeking...

- Display the ability to work independently with a flexible approach to working hours. The role will require attending UK-wide promotional events, brochure launch activities and other agency related functions both in and outside of normal working hours, including hosting overseas educational trips up to a week's duration each.
- Be located in the Midland or Northern territory with the ability to cover agencies in Ireland, South West, Midlands, North and Scotland as required.
- Demonstrate considerable and recent knowledge of the travel UK luxury travel industry. including key agency groups, emerging trends (homeworking) and the competitor landscape.
- Possess established travel agent relationships in the luxury market sector.
- Be commercially astute and results driven, with strong standards of numeracy.
- Be self-motivated, but able to seamlessly work effectively within a close team.
- Be an effective and disciplined organiser, able to manage your time effectively.
- To understand and be passionate about delivering exceptional customer service.
- Possess the ability to analyse sales data and provide constructive feedback.
- Be able to communicate confidently, verbally and in writing.
- Display consistently high standards of attention to detail.
- Display integrity, with a proven track record of building credibility and trusted relationships both internally / externally.
- Display the ability to thrive in periods of high pressure, being able to prioritise workloads effectively in a changing working environment.
- Be resourceful and practical, solution focused, with a positive 'can do' attitude.
- Demonstrate charisma, tenacity, competency, diligence and intelligence.
- Own car and a clean driving licence essential.

The Package

- Excellent base salary
- Annual bonus based on business targets.
- 23 days annual leave (increasing with length of service)
- Company Mobile & Laptop
- Two paid volunteering dates
- Further company benefits include discounted personal travel, company pension scheme, flexible working hours, cycle to work scheme and unpaid leave entitlement