

Job Title:	Business Development Manager - UK	Team:	Trade Sales
Reports to:	Agency Sales Manager	Reporting in:	N/A

Explore

Explore is on a mission to regain its position as the leading small group adventure tour operator in the world. With 40 years' experience in operating unforgettable tours in all seven continents, we're huge believers that travel should be a force for good in the world. Sustainability has always been at the heart of what we do, as has the ethos of continual improvement. A trusted brand - a Feefo Gold Service Award holder - Explore prides itself on doing the right thing – by its staff, its customers, and the planet. Every member of the Explore team actively contributes to the company's success. There is a flexible and open working culture in which the entire team works together, striving for excellence, in a dynamic business environment.

Explore Values

We want to have a positive impact on people and the planet. And we choose only to work with others who can look us in the eye and say the same thing.

We're curious, ambitious and quick-to-adapt. We work relentlessly to improve our business, and to provide exceptional experiences for those who entrust us with their travels.

Diversity is to be celebrated. Life would be dreary, and change would be slow, if we all thought the same way. We challenge our ideas, each other, and our business partners - always with respect and kindness. As we believe that's the way to grow our business (and be able to sit down for a drink together at the end of the day).

In a complicated world that's full of potential, we have a simple mantra for ourselves: be better than yesterday.

Role - how will I be helping to create unforgettable adventures?

We are looking for an ambitious, dynamic and energetic Business Development Manager to join our growing team and help us support the growth of our travel agency partners in this market. As a face of Explore in the market you will be responsible for promoting our destinations, growing existing business and developing new sales opportunities. A self-motivated sales professional, you will create and apply an effective sales strategy, offering unparalleled support to our agency partners, collaborate with other teams around the business and add to the continued success of the Explore brand.

If you are passionate about adventure travel and have plenty of incredible travel stories to share, then this could be the role for you!

A typical working day

3-4 days a week you will be making sales calls by appointment with targeted agency partners in your agreed region, this will involve sales updates, marketing discussions and training with a sales objective for each meeting which will be followed up in a timely manner. Admin days 1-2 days a week will involve making thank you calls for new bookings, creating and answering social posts, canva marketing activity, responding to the trade inbox emails and planning. A non exhaustive list of key responsibilities within the role are below;

Key Responsibilities:

- Develop relationships with existing and new partners to assist in growing trade sales
- Managing and growing your sales in agreed region
- Plan, create and implement a strategic call cycle to optimise sales growth
- Engage with the retail agency network and home workers to deliver innovative training and product knowledge via face to face (in-store) and online platforms
- Representing Explore at industry conferences, trade shows and consumer expos
- Assist in the implementation and maintenance of a social media and email strategy for agency partners
- Brochure inventory control and system updates
- Assist in the development and implementation of trade campaigns and promotions and incentives
- Monitor and combat competitor activity. As part of this, develop a thorough product knowledge and an understanding of all competitors products
- Monthly reporting on sales growth and activity
- Manage an allocated expense budget for your region

Am I the right person for this role?

This is a fantastic opportunity for a trustworthy, personable, positive, and customer-focused person with a can do attitude. To be successful in this role you'll be an experienced BDM with an existing travel industry network. You'll be able to develop and maintain excellent working relationships while using your initiative to increase demand across our 500+ trips worldwide. You must be willing to work flexible hours to support extensive travel, predominantly within the UK with some international as required.

Skills and Experience:

	<i>Essential</i>	<i>Desirable</i>
Passion for adventure travel and the Explore product range	✓	
Excellent knowledge of the UK travel industry	✓	
Proven working experience as a Business Development Manager, Sales Manager or relevant role with travel agents	✓	
Commercially minded, with proven ability to deliver against set targets	✓	
Outstanding interpersonal skills, with the ability to quickly build rapport and communicate effectively at all levels	✓	
Results driven, team player who can work independently	✓	
Fantastic knowledge of Explore destinations		✓
Excellent communication and negotiation skills	✓	
Exceptional time management and planning skills	✓	
Confidence in presentations and training customers in product features and benefits	✓	
Strong analytical and reporting skills, familiarity with SQL reporting		✓
Competent using MS tools – PowerPoint, Excel, Word and Outlook	✓	
Active on social media platforms	✓	

Benefits

Work life balance is important to us at Explore and so we are open to discussion on working hours. We care about your output not when you do it. There will be a requirement to come to the office every 4-6 weeks for team meetings, strategy days and to collaborate with others.

You will start with 25 days holiday a year – this rises by 1 day per year to 30 days after 5 years with the company. You also get UK bank holidays. There is the option to 'buy' additional holiday leave if you need more time off

Pension scheme and life assurance.

Bonus eligibility based on company performance each year.

A 50% holiday discount scheme on holidays across the Hotelplan range. Everything from adventure tours to ski holidays.

A healthcare cashback scheme that allows you to claim back money on a number of healthcare costs – including dental treatments and optician costs.

2 volunteer days a year.

A bar and games room at HQ.

Rail season ticket loans available. Electric car scheme in the very near future with charging points at work.

We subscribe to the 'Cycle to Work' scheme.

Employment Assistance Programme – a 24/7 helpline offering practical and emotional support for a whole range of issues.

The small print

This Position Description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements, and you will also be expected to undertake such tasks as are reasonable and relevant to the scope of the post. Job descriptions will be regularly reviewed to ensure they are an accurate representation of your role.

Date of Description: 04 July 2023