



Senior Custom Trip Designer

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Reporting to: Managing Director / Private Travel Manager

Line Management: No immediate direct reports upon appointment although the right candidate will train and supervise colleagues in the future.

Location: Kirby Lonsdale, England, 95% office / 5% in the field

Job Purpose

As Senior Custom Trip Designer you will use your own inspiration to create, accurately cost and sell personalised trip itineraries to a range of clients. Working with the Private Travel Manager and the Operations Team to design meaningful adventures and hit ambitious sales targets to drive this business area of high demand.

Key Responsibilities

- Create unique and inspiring custom trip proposals to sell your ideas
- Follow agreed sales processes to convert enquiries into bookings
- Hit sales targets to drive our business success
- Continue to evolve your own product knowledge and our offering
- Work with the operations team to ensure the smooth running of trips
- Maintain up to date and accurate information on our CRM system
- Compile detailed, accurate and well presented client travel documentation
- Support the work of the sales team and wider Wilderness teams as required

Key Accountabilities

- Manage client relationships, nurture leads and drive sales conversions to meet the demands of the business
- Create and price trip proposals taking into consideration what is realistic from a client and logistical perspective
- Provide clear and accurate information in a timely manner to the clients and the Operations Team
- Achieve set sales and conversion targets
- Continue to evolve your own product knowledge and our offering

Skills, Knowledge & Experience

- Experienced in creating and selling custom travel itineraries to a range of clients within the travel and tourism industry
- Previously played a lead role in travel product creation
- Experienced in supporting, mentoring and/or supervising team members ideally in a sales environment
- Has a proven track record of reaching and exceeding ambitious sales targets
- Is agile, flexible and does quick but accurate work
- Strong writing skills including copywriting and editing
- Excellent ITC skills with experience in cloud-based CRM systems, ideally Salesforce, as well as Google Apps and Mac applications
- Practical experience of all or most of the activities offered by Wilderness England would be an advantage
- Knowledge of England and can confidently describe it - knowledge of Wales and Scotland is also great to have but not essential
- Is committed to sustainability and is an advocate for wild places and our planet
- A genuine interest and passion for the regions where Wilderness England operates, wild places and adventure
- Good interpersonal skills, awareness and emotional intelligence with an ability to develop and sustain business relationships.
- A natural collaborator who enjoys working in teams with a diverse range of individuals
- A strong and clear commitment to customer service excellence and “extra mile” delivery
- Excellent attention to detail, even when faced with multiple tasks and deadlines