rayburntours

Concert Tours Account Manager

Salary:	£25,000 - £30,000 dependent upon experience plus additional on-target commission earnings of £2,000 - £20,000 and a team performance bonus scheme of £500 - £1,500
Hours:	Full-time (37.5 hours per week)
Location:	Option for hybrid-working with a minimum of 3 days per week at our Head Office in Derby

The Role

We have an exciting opportunity for a Concert Tours Account Manager to join us and play a significant role in our vibrant and forward-thinking company. You will be part of a team that is passionate about creating memorable UK and international concert tours for young people and adult ensembles.

We're looking for someone who is proactive, commercially minded and enjoys building strong relationships. As the first point of contact for many of our customers, you will take the time to understand their travel and performance objectives, repertoire and budget, then use your knowledge and judgement to recommend the most appropriate destinations, venues and tour options.

You will manage enquiries from the initial conversation through to booking, producing attractive and profitable quotations, maintaining regular contact and building the long-term trust that is central to our customer relationships. You will communicate clearly and honestly, set realistic expectations and take ownership of finding the best solution for each group.

Within the business, you will work closely with colleagues across Sales, Product, Operations, Aviation, Transport and Finance. No single team delivers a successful tour alone, so sharing information, providing thorough handovers and supporting colleagues when challenges arise are important parts of the role.

The majority of our customer and supplier communications are undertaken digitally or by phone; however, in-person visits remain valuable and may take place overseas, in the UK or at our Head Office. You may also have the opportunity to accompany groups on tour, helping you communicate the experience first-hand to future group leaders. Some visits and presentations may occasionally fall outside core office hours.

Other key duties include:

- Confidently handling enquiries from customers by telephone, online or in person.
- Listening carefully to customers and advising on the best solutions for their requirements.
- Compiling attractive, accurate and profitable quotations, and maintaining regular contact throughout the sales process.
- Liaising with airlines, accommodation providers, concert venues and other suppliers.
- Preparing for and delivering customer visits, presentations and group information evenings.
- Managing multiple enquiries effectively, keeping records accurate and ensuring agreed actions are followed through.
- Learning from customer feedback and sales outcomes, and contributing ideas that improve our service and ways of working.

Please note that you will be part of the on-call rota, which provides 24-hour support for our groups while they are on tour. You will be on call on average three to five times per year, on weekdays or weekends. Full training will be provided, with support from senior management while you are on call.

The Person We're Looking For

This is a consultative sales role, so you will be a good listener and a confident communicator who enjoys understanding what matters to each customer and proposing solutions that genuinely meet their needs. You will be able to explain the benefits of travelling with us clearly, while never compromising safety, integrity or long-term trust for a short-term sale.

You will be dealing with multiple groups at any one time, so excellent organisation, attention to detail and the ability to prioritise a busy workload are essential. You will take responsibility for progressing enquiries, address issues early and communicate openly with customers and colleagues.

You will have a positive, enthusiastic and proactive approach, together with a willingness to be hands-on and support the wider team. We value people who are open to feedback, keen to keep learning and willing to suggest better ways of working.

We are proud of the expertise within our team and will fully support you in developing your skills, knowledge and professional confidence throughout your employment with us.

This is a fantastic opportunity for someone who relishes the thought of combining a love of travel and music with a rewarding career. Our business has ambitious plans for future development and growth, and we want to hear from people who are excited about contributing to a collaborative team and creating exceptional travel experiences for our customers

Requirements

Key skills and experience

- Experience of working in a consultative sales role.
- Excellent verbal and written communication skills.
- Excellent organisational skills, time management and attention to detail.
- Good financial and commercial awareness.
- Strong administration and IT skills.
- The ability to use your own initiative, take ownership and manage competing priorities.
- A collaborative approach and the ability to build trusted relationships with customers, colleagues and suppliers.

Beneficial skills and experience

- Knowledge of the travel or group travel industry.
- A musical background or knowledge of concert performance.
- Experience of delivering presentations or customer visits.
- A full UK driving licence.

Benefits

- A basic salary of £25,000 - £30,000 (dependent upon experience)
- A commission scheme based on individual sales (OTE £2,000 - £20,000)
- A bonus scheme based on team performance (£500 - £1,500)
- 24 days holiday per year (increasing with length of service to a maximum of 27 days) in addition to all public holidays

- Contributory workplace pension
- Healthcare cashback scheme
- Cycle to Work scheme
- Flexible hybrid-working programme

How to apply

Feeling excited about the role and want to apply? We can't wait to hear from you!

Please send us your CV with a great covering letter introducing yourself and detailing:

- Your current role and salary
- Where you saw this vacancy advertised
- Why you are a suitable candidate for this position

Please email your application to **recruitment@rayburntours.com**