



Group Tour Sales Manager – Fixed Contract Maternity Cover

About the role

We're creating a dedicated Group Sales Manager role to lead our Group Tours sales team as part of the next stage of Wild Frontiers' growth. This is an opportunity for an experienced people manager to develop a high-performing team, drive sales performance and help shape the future of one of the UK's leading adventure travel companies. Working closely with the Head of Sales, you'll be responsible for coaching and motivating consultants, delivering exceptional customer experiences and ensuring ambitious commercial targets are achieved.

Main Job Function:

- Lead and grow a sales team of 6-8 Group sales staff to deliver company revenue targets.
- Coach team members on pipeline management and conversion and build clear progression pathways
- Drive and motivate your sales team to achieve weekly, monthly and annual sales targets
- Conduct weekly 1-to-1s with your team to ensure that we are delivering quality quotes promptly and also ensuring an efficient customer experience from start to finish
- Check accuracy of bookings, including client details, deposit received, margin etc.
- Running ongoing sales, systems and process training – while looking for opportunities to improve processes and systems
- Train and support your team to build Group Tour extensions and Private Journeys
- Manage team rotas.
- Allocate enquiries to the right team members.
- Support Tailor-made team when the Tailor-made Sales Manager is out of the office
- Conduct annual appraisals for your team.
- Working with our Head of Sustainable Travel on all aspects of responsible and sustainable travel including single-use plastic reduction, carbon measuring and helping the company achieve B-Corp certification.

Experience and skills required

- A proven track record of leading high-performing B2C sales teams in the travel industry
- 2 years' experience in a senior sales role within the travel industry
- Good understanding of how to manage and motivate a team to meet and exceed targets
- Good knowledge of travel geography and Itineraries
- Attention to detail and ability to plan ahead
- Able to work on own initiative
- Customer service capabilities, able to deal with a variety of clients
- Excellent organisation/communication/interpersonal skills
- Understanding of the adventure traveller
- A commitment to good ethics and responsible travel
- Proficient with Microsoft Word applications and experience using CRM and Tour Operation Platforms
- Knowledgeable and passionate about travel.

Working hours/environment

This is a 12 month Fixed contract maternity cover position.



Monday to Friday 09:00 - 17:30. Hybrid working with 2 days per week in our London office. You may be required to work one late shift per week, 11:00 to 19:30

You will be required to work some Saturdays on a rota basis. Approximately 1 per month.

Occasionally you will be required to attend trade shows and functions.

Approximately 10 working days may be spent overseas.

About Wild Frontiers

Our purpose: To challenge perceptions and inspire connections

At Wild Frontiers, we believe sustainable and immersive travel can be a powerful force for good; breaking down barriers, dispelling myths and bringing people from different cultures and communities together. Through expertise and first-hand knowledge of our destinations, we aim to create thoughtful and carefully crafted itineraries, which will leave a long-lasting positive impact on both our clients and the people and places we are privileged to visit.



Company benefits:

Working for Wild Frontiers offers you the opportunity to be a part of a dedicated team that embraces the exciting opportunities that sustainable and immersive travel brings. Since our inception, we have brought together like-minded people who are passionate about our style of travel - venturing off trodden routes, supporting the communities we visit and helping to protect their precious environments, while offering our clients extraordinary experiences. While we work hard to maintain our own high standards, we have a lot of fun (with a few tall travel tales) along the way.

- 25 days holiday per year (additional days with long service)
- Flexible and hybrid working (Central London office)
- On-going training and career development
- Long service sabbaticals
- Paid volunteering days
- Monthly social get-togethers and summer and Christmas parties
- Cycle to work scheme
- A friendly and supportive environment
- Company pension (3% employer / 5% employee contribution)
- Contribution towards study towards professional qualifications
- Self-Investment Fund and Self-Investment Day

Diversity, Equality, Inclusion:

As an equal opportunity employer, Wild Frontiers encourages applications from people of all backgrounds, genders and ages, to bring together a team of passionate individuals who can work to help challenge perceptions and inspire connections - both within our workforce and the destinations we visit.



For more information please contact us, or to apply please send your CV along with a cover letter to info@wildfrontiers.co.uk