|  |
| --- |
| **Role Details**  |
| **Job Title**  | **Team Member Consultant**  | **Date**  | **June 2020**  |
| **Reports to**  | **Senior Team Manager**  | **Agreed by**  | Julie Kendrick   |
| **Version**  | V1.1  |
| **Job Purpose**  | Our Team Members (consultants) are responsible for our engagement with our clients and the fulfilment of their travel programmes.   Working directly with the Senior Team Manager this role is responsible for ensuring the necessary functions to fulfil our clients travel programme is exceeded. This role is an integral part and conduit between the client and our business and is often the first line of communication and relationship with the client and travellers.   Key components of this role * Delivering a strong service consistency through sound operational practices
* Ensuring our service offerings to our clients is world class
* Displaying a high level of operational knowledge
* Working as an operational member within the business
* Collaborating with their colleagues
* Building a strong and brighter future for FCM

   |
|   |   |   |   |
| **Accountabilities**  |
| **Accountabilities**  | **Weighting**  | **Objectives**  | **Performance Measures**  |
| **Operational**  | 70%  | * Demonstrate and drive exceptional, proactive customer service to FCM clients
* Maintain and develop strong working relationships and communications with external and internal clients, stakeholders and departments
* Effective internal and external communication
* Develop and foster exceptional operational knowledge and capability within the systems
* Develop and foster exceptional travel and industry knowledge
* Advocating client and FCM preferred supplier strategies with the ability to influence client purchasing decisions
* Identify and reduce service failures
* Drive adherence to the OBW process to ensure a consistence customer experience
* Meet and exceed targets in client SLA and other key KPIs
* Promote and engage with departments to ensure world class service and engagement deliverables

  | * Key business KPIs
* Consultant productivity
* Client retention
* OBW audits
* Risk indicators
* Client SLAs
* Client account reviews
 |
| **Development and Productivity**  | 30%  | * Engaging and demonstrating a positive FCM culture
* Development of personal capability and knowledge to perform your role to a world class standard
* Exceeding in performance reviews to ensuring exceptional performance, motivation and discipline
* Management of all personnel functions to ensure business availability, continuity and delivery
* Engagement in executing the  business strategies and plans to achieve short and long-term goals.
* Demonstrating clear, open and honest communication internally and externally
* Promote a safe and positive workplace environment and atmosphere
* Maintaining positive and trust-based relations with business partners, shareholders, and clients
* Being an ambassador of the FCM brand strategy
 | * FCTG people management tools
* Personal 1-1s
* Weekly Business Meetings
* Individual and client KPIs
* Peopleworks learning modules and training programmes

  |

|  |
| --- |
| **Person Profile**  |
| **Key attributes**  | **Description**  |
| **Lead by example**  | Demonstrate a positive attitude, motivation and adherence to our OBW processes. Lead by example in behaviour, attitude and results  |
| **Intuitive**  | Forward thinking and able to identify business needs in advance and take steps to improve  |
| **Effective communication**  | Demonstrate excellent, open and honest communication internally and externally.  |
| **Multi-tasking**  | Able to manage time effectively to complete all tasks in a timely manner, maximising productivity  |
| **Product knowledge**  | Knowledge of products and the desire to continue learning  |
| **Detail orientated**  | Attentive to client and traveller’s needs. Ability to actively listen and interpret requirements and provide sound and constructive information and options for travel  |
| **Team Player**  | Ability and desire to work collaboratively with internal and external stakeholders, both independently at times and within a team environment  |

|  |
| --- |
| Qualifications and Prior Experience  |
| **Qualification/Prior Experience**  | **Essential/Preferred**  |
| Minimum of 2 years as a travel consultant  | Essential  |
| Experience in GDS – Amadeus   | Essential  |
| Extensive industry and travel knowledge  | Essential  |
| Extensive fares knowledge  | Essential   |
| A strong client focus and service ethic  | Essential  |
| Positive and open-minded attitude with a willingness to adapt  | Essential  |