

We are looking for a motivated, enthusiastic Sales Executive to join our fantastic and diverse team. You will be joining a supportive, ambitious organisation that takes pride in delivering high-quality experiences and building strong relationships with customers and partners.

### **Mercat is here for good.**

We're not about seasonal jobs, but lasting careers.

When you join us, you're stepping into a permanent, secure job with top-notch training, career development and leadership that plans for the long-term good of our people, place and planet.

As a local family business and proud B Corp, we nurture our community to create a sense of belonging for our visitors and team alike.

That means we grow and thrive together, for good.

 **Choose Mercat for a reason, not just a season!**

### **A Warm Welcome for Everyone**

Mercat Tours promises to provide valued Living Wage jobs and make diversity, equity, and inclusion part of everything we do - from the team we nurture, the visitors we welcome and history we share.

We're responsible for all the choices we make - how we run our business, spend our money and mindful that our team is representative of our visitors. Thank you for wanting to be a part of our community.

### **Benefits;**

Your personal development and training are core to your time with Mercat

- [REAL Living Wage](#) + for all
- Permanent, secure contracts - no fixed term or 'zero hour'
- Guaranteed minimum hours
- Flexible working incl jobshare options
- [Fair Work Employer](#)
- Mercat holds a Home Office Sponsorship License for Skilled Worker Visa applicants
- Personal development and training plan
- Access to [Bike to Work scheme](#)
- Access to [ASVA card](#)
- Trained Mental Health First Aiders onsite
- Employee Assistance Programme with 24/7 confidential support for you and your families
- Critical illness cover
- Access to free counselling sessions
- Interest free loans
- Use of company holiday home
- Profit-share bonus

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### **Your Skills and Strengths:**

- Friendly, energetic, and helpful – someone who enjoys working with people
  - Knowledge and experience of marketplace
  - Strong analytical skills
  - Excellent organisational skills for time management, forward planning, and handling multiple priorities
  - Strong negotiating and communication skills
  - Confidence building relationships with a wide range of partners and clients
  - Passion for high-quality products, services, and customer experience
  - Ability to respond well under pressure
  - A desire to be the best you can be
  - A sense of humour!
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#### **Purpose and Objectives:**

- Support the growth of the business by developing new and existing sales opportunities
  - Develop strong B2C and B2B relationships
  - Contribute to the delivery of long-term sales strategies and goals
  - Help promote the company's values and ensure consistent, high-quality customer experiences
  - Play a positive role in building a sustainable future for the team, customers, and local community
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#### **Main Duties and Responsibilities:**

- Support the development and delivery of effective sales strategies
  - Take responsibility for achieving individual sales targets
  - Analyse sales performance and contribute ideas for improvement
  - Manage, and grow B2B and B2C relationships
  - Attend relevant sales missions, trade shows, and networking events
  - Secure and expand key trade accounts
  - Monitor and report on market trends, including visitor/customer behaviour, competitors, industry developments, threats, and opportunities
  - Collaborate with colleagues on new product or service development
  - Work with the Marketing Team to share key messages, support campaigns, and identify new markets
  - Provide sales knowledge and product insight to internal teams to support excellent customer service
  - Protect and enhance the company's reputation by ensuring a consistent, high-quality customer experience
  - Deliver day-to-day sales activity with accuracy and enthusiasm
  - Work alongside industry bodies, tourism groups, strategic partners, or other organisations relevant to the sector
  - Manage allocated budget responsibly to achieve strong return on investment
  - Contribute positively to planning discussions and help shape future goals
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### Details:

- Permanent role
  - Part-time, 21hours
  - Flexible working requests available from day 1 (e.g. condensed hours)
  - Hybrid working with work-from-home options
  - All IT equipment provided
  - Monday–Friday working week
  - 3-month probationary period
  - **We are a Living Wage and Living Hours employer**
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### Interview Process:

We want you to feel comfy, confident and at your best when we meet. Get in touch to help us understand how we can meet your needs and give you a warm welcome.

Stage 1: Successful applicants will be called for an initial 'meet the team' chat by phone

Stage2: Interview with 3 members of our team, in person at Blair Street. Full bios and questions will be shared in advance to ensure you shine at your best

### To Apply:

Please complete your application by **the deadline**:

- Application form - available via website
- 30sec video – tell us about yourself and why you want to join our Mercat Team (youtube link preferred)

Please note without the **application form and video** your application will not be considered.

***Have questions? Drop us an email and very happy to chat through the opportunity.***