



JOB DESCRIPTION

Job Title	Head of Travel Experiences & Reservations (TE&R)	Department	Leisure
Reports To	General Manager	JD date	Nov 2019
Job Information			
Type of Role	Management	Location	Thailand
Job Purpose			
<p>Identify, develop and drive the long-term plan for the TE&R department that enables DA Thailand to meet targets for sales growth and profitability.</p> <p>To lead and be directly responsible for all aspects of DA's TE&R teams across DA Thailand. Have day-to-day accountability for timely quality services of multiple teams responsible for reservations, sales and quotation services. Responsible for driving continued improvement through training and development and the building of high performing team structures with scalability and redundancy to manage seasonality and high demand periods.</p> <p>Champion a culture of collaboration, open communications, clear direction, accountability and performance management.</p>			
Collaboration:			
<p>The Head of TE&R is expected to work closely with the Group Director of Sales and our International Sales Offices as well as Clients and hotels.</p> <p>Internally, it is a pre-requisite to drive a strong team spirit at a department level. The Head of TE&R is expected to work closely with the Heads of Business Development, Operations & Customer Service, and Product.</p>			
Accountabilities:			
Strategy	<ul style="list-style-type: none"> Identify, develop and drive the long term (3 year) strategic plan for the TE&R department to deliver business growth targets and profitability. Ensure alignment between Leisure department strategy, country specific strategies, and where appropriate the DA Group strategy. Drive innovation and creativity to exploit opportunities for growth and increase market share. 		
Execute	<ul style="list-style-type: none"> Delight our customers/clients by meeting their requirements, developing account plans and upselling opportunities, and seizing every sales opportunity. Accountable for profitability of all TE&R sales, including the management of accounts, profit margins, upselling, cross selling, and overseeing negotiations for requests with hotels/suppliers for specific clients. Responsible for the management of services offered throughout the TE&R department and to foster a team culture dedicated to providing high quality services to customers/clients. 		

	<ul style="list-style-type: none"> • Review, design and implement structural change within the current TE&R teams that drive high performance and allow for agile work teams. These teams should be structured to deliver scalability and redundancy based on seasonal peaks and high demands. • Teams to manage transactional (simple transfers or excursions), general quotations and specialised travel planning (tailor-made customised requirements). There will be a focus on source markets, but at all times should be agile to support workflow demands across teams. • Responsible for the annual and monthly forecasting of TE&R sales by developing and utilising management tools and statistics e.g. Travel Studio (DA Thailand’s Leisure operating and reservations system). • Ensure service excellence by the creation of strong Standard Operating Procedures for all teams and to ensure teams are delivering against individual and team Key Performance Indicators related to conversions, response time, up-sales, cross-sales, margins etc. • Ensure KPIs are tracked regularly to identify process improvement opportunities. Provide progress and performance against plans when required. • Introduce training and measures of customer/client satisfaction, reporting on these measures and driving customer/client service improvements. • Drive effective internal and external partnerships through engagement and collaboration.
--	--

Leadership	<ul style="list-style-type: none"> • Lead the TE&R teams through the sharing of strategic aims ensuring there is clear direction and appropriate KPIs for all managers and team members. • Ensure all team members have clear direction and skills to enable them to perform their duties. This will be delivered through various channels including effective performance management, coaching conversations, support in learning and development requirements.
-------------------	--

Qualifications/ skills/ experience / knowledge

Qualifications	<ul style="list-style-type: none"> • Bachelor degree in tourism or related field of study, or minimum 10 years’ industry experience.
Experience	<ul style="list-style-type: none"> • Experience in the Travel, Tourism and/or Hospitality Industry, with at least five years in a management position in reservations and quotations. • Experience in managing large teams (20+), with familiarity in restructuring or start-ups. • Knowledge of a broad range of international wholesale markets (especially UK, USA and Europe) desirable though not essential. • Experience establishing Standard Operating Procedures and effective Key Performance Indicators. • Detailed destination and product knowledge of Thailand. • Experience in various travel operating systems (such as Travel Studio, Tourplan and similar). • Transformation / Restructuring or Start-up experience a preferred advantage.
Skills	<ul style="list-style-type: none"> • Excellent written and verbal communication skills in English (Asian language will be an advantage though not mandatory). • Able to work within a fast-paced environment and adaptable to changing circumstances.

- To be able to distance manage operational teams in 'remote' office locations ensuring standardized high quality of service, delivery and profile.
- Systematic and logical approach to solving problems, with ability to incorporate creativity.
- Self-motivated, highly organised, pro-active and flexible.
- Strong work ethic with a real commitment to continuous improvement.
- Strong leadership and proven training and coaching experience.

Critical Competencies

Focus on our People

Competency	Description	Level	Behaviours
Engaging Others	Acts in a way that gets others on board – and when things don't go to plan, they deal with conflict in the right way. Indicators: <ul style="list-style-type: none"> ✓ Influencers ✓ Role models ✓ Credible ✓ Constructive Challengers ✓ Motivators 	Our managers	Communicate appropriately depending on audience and situation. They admit their mistakes. Facilitate sensitive discussions to resolve conflict or problems and remove barriers. Inspire their teams to strive for more, assign work based on how people work best. Use informal network of contacts to build support for new ideas.
Providing Direction	Shares that plan with others. Tracks how each project is progressing. Gives constructive feedback during, and after, each project. Indicators: <ul style="list-style-type: none"> ✓ Visionaries ✓ Performance trackers ✓ Feedback givers ✓ Future focussed 	Our managers	Explain where the business is going to others, for cascading through teams. Links team goals to company strategy. Take action when results or performance are lower than target and will work to make things better. Seek feedback from others areas of the business. Monitors that performance improvements are being made.

Focus on our Results

Drive	Always gets the job done. And still puts the needs of our business first. Indicators: <ul style="list-style-type: none"> ✓ Committed ✓ Energised ✓ Organised ✓ motivators 	Our managers	Evaluate progress of teams, projects and people and drive changes to get results. Take on new opportunities and match resources to business demands. Ensure a work – life balance is achieved for self and the team. Inspire team members to stay focussed under pressure
Business Thinking	Understands our business. Uses this understanding in their day-to-day work and plans for the future. Indicators: <ul style="list-style-type: none"> ✓ Forward thinking ✓ Experts in our industry ✓ Familiar with our business 	Our managers	Anticipate future requirements; come up with long term plans by testing different options. Maintain focus on day to day management but never lose sight of future plans. Know who key stakeholders are and how they affect the business. Know the competition and how different tactics have worked before. Focus on business results