

JOB DESCRIPTION & ANNUAL ACCOUNTABILITIES

NAME:		REPORTING TO:	Group Commercial Manager
POSITION TITLE:	Commercial Reporting Manager	DIRECT REPORTS:	Reporting Analyst, Analyst, Colombo Team Leader (Indirect)
DEPARTMENT:	Commercial	LOCATION:	Melbourne

POSITION PURPOSE:

The Commercial Reporting Manager has the following responsibilities:

- Manages the commercial reporting function of the business
- Manages the consolidation & communication of performance results across both the Commercial team & wider business
- Partner with the business to provide reporting, analysis & insights
- Other ad-hoc duties as they arise relating to the department & company goals

QUALIFICATIONS & EXPERIENCE

- Tertiary qualifications in a related discipline preferred
- Sales & commercial reporting experience
- Experience in the travel industry preferred

SKILLS & ATTRIBUTES

- Strong analytical skills
- Good organization & communication skills
- Capacity to learn new systems quickly
- Efficient administration skills
- High proficiency in Microsoft Office - especially Excel
- A Flexible approach to work
- Attention to detail
- Be able to visualize & maintain a sense of the bigger picture
- Good presentation skills
- Thrive on change & challenges
- A commitment to internal & external customer satisfaction
- An Intrepid sense of humour
- Be self motivated

KEY ACCOUNTABILITIES	BENCHMARK MEASURE
<p>Reporting & Business Intelligence:</p> <ul style="list-style-type: none"> • Overview & manage the Sri Lanka reporting team to ensure: <ul style="list-style-type: none"> ◦ scheduled weekly, monthly & annual sales/partner reporting are completed accurately ◦ scheduled commercial reporting (various) as required ◦ scheduled agent & partner reporting ◦ Balanced commentary that is both concise & thoughtful is provided with reporting ◦ Any additional ad-hoc reports as required by the business • Ensure all scheduled reporting for the business is produced and distributed in both an accurate & timely manner • Manage continuous improvement activities to innovate, streamline & improve commercial reporting systems and processes • Continue to build commercial & trading business intelligence capabilities within the business • Ensure management, documentation and testing of Data Warehouse reporting • Work cross-functionally within a wide array of teams within the business to develop & provide reporting to support increased performance • Develop & hone the business' capabilities around future result expectations based on both current and past trading & business performance • Develop and build the level of meaningful analysis provided across Commercial reporting 	<ul style="list-style-type: none"> • Internal & external customer satisfaction • Delivery of reports in accordance with expected timelines • Delivery of accurate reporting • Value added in the form meaningful analysis accompanying reports • Satisfaction of key stakeholders on level and manner of reporting • Continued advancement of Group's reporting capabilities

<p>Data:</p> <ul style="list-style-type: none"> • Manage commercial data integrity and ensure it is maintained across various data & reporting sources • Integrate data from additional sources both internally and externally to enhance & widen reporting capabilities 	<ul style="list-style-type: none"> • Accuracy of reporting • Satisfactory completion of weekly data checks
<p>Communication:</p> <ul style="list-style-type: none"> • Provide global support to all stakeholders & act as a help desk in relation to commercial & business performance in general • Manage scheduling, completion & follow-up in relation to both Global & Regional Commercial meetings • Deliver sales performance updates during monthly catchup's with product teams • Lead presentations and participate in discussions, forums, etc with a focus on commercial reporting, data warehouse reporting and business performance in general • Partner with a wide range of departments and teams to effectively communicate results • Partner with a wide range of departments and teams within the business to provide data driven insights and analysis • Manage front-line and internal communications around Commercial practices & processes with a focus on reporting • Attend cross departmental meetings as required to ensure effective communication of our current trading position & commercial performance in general • Development & delivery of training on systems, process, business performance, data warehouse & other advice as required • Coordinate & participate in communication strategies for reporting & business performance in general on Yammer 	<ul style="list-style-type: none"> • Internal Customer feedback • Effective management, scheduling & following of Commercial meetings • Improved understanding & knowledge across the business of key metrics performance & trading patterns/business performance • Delivery of systems & training as required

<p>Manage direct reports:</p> <ul style="list-style-type: none">• Manage direct reports to facilitate the successful achievement of company & Commercial Team goals• Coach and mentor staff to build and develop skill levels	<ul style="list-style-type: none">• Achievement of Commercial Team goals