

IG Colombo General Manager Application Form

**The Company**

Intrepid Group is a worldwide travel company specialising in sustainable experience-rich travel. Today we provide the world’s widest range of adventure tours, operating trips in Asia & Pacific, Europe, Africa, South and Central America and the Middle East. We’re made up of four tour operator brands, more than 20 destination management companies, and a not-for-profit foundation. Globally, we employ more than 1,800 staff and leaders in over 40 offices around the globe.

IG Colombo is Intrepid Group’s Global Shared Service centre. The Colombo office provides the Intrepid Group with software development, infrastructure maintenance and support, financial services, HR services and customer and product back office services.

**The Role**

The General Manager is the key leadership role in the Colombo office. Reporting to the Chief Operating Officer based in Melbourne, the General Manager is accountable for the management of the IG Colombo business. The role is responsible for ensuring the smooth operation of the shared service centre in alignment with the Intrepid group values while ensuring that yearly and long terms goals are achieved.

It is a role that will appeal to people leaders with a passion for building high performance teams. With a bias towards effective use of goal setting and measures, the General Manager will ensure continuous high standard service delivery and create opportunities for new and improved services.

The role has become available because the incumbent has been promoted within the company.

**Induction & Training**

The role's Induction program will include hand-over from the departing manager, plus sessions in the Melbourne Head Office to provide education in key business systems, corporate strategies, products and to develop relationships with key people and really get to know the Intrepid culture.

**Enquiries about the role can be made to Michelle Beveridge, Chief Operating Officer at** [**michelle.beveridge@intrepidtravel.com**](mailto:michelle.beveridge@intrepidtravel.com) **or Anu Karunatilaka, IG Colombo General Manager at** [**anu.karunatilaka@intrepidtravel.com**](mailto:anu.karunatilaka@intrepidtravel.com)**.**

**APPLICATION QUESTIONS:**

1. What interests you about this role?

2. The key qualifications and experience required for this position are:

* Extensive experience in managing a BPO or shared services centre
* Senior level operational management experience
* 5+ years’ experience at management level
* Proven people management skills
* Demonstrated ability to build strong relationships and teams
* Excellent written and spoken English
* Strong commercial acumen including ability to understand key financial and operational drivers for the Intrepid Group

Please ***briefly*** outline your ability to meet ***each*** of the above requirements.

3. Briefly outline your experience in managing a business or large business unit with responsibility for multiple functions such as operations, financial management, people management, and achieving budget targets.

4. The General Manager must be an outstanding role model of the company culture and values and be able to appropriately tailor and embed this culture into the local business. Briefly describe your understanding of Intrepid Group culture and what challenges you may face continuing to embed this in Colombo.

5. Running a business within a global network can create both enormous opportunities and tensions for this role. What advantages and challenges do you foresee?

6. What are your salary package expectations for this position?

7. If you were successful, when would you be ready to start?

8. How did you learn of this recruitment opportunity?