

## **JOB DESCRIPTION & ACCOUNTABILITIES**

<b>NAME:</b>		<b>REPORTING TO:</b>	<b>Global Product &amp; Operations Manager</b>
<b>POSITION TITLE:</b>	<b>Regional Product Manager (RPM) – Africa and Middle East</b>	<b>DIRECT REPORTS:</b>	<b>Destination Managers</b>
<b>DEPARTMENT:</b>	<b>Product</b>		

### **POSITION PURPOSE:**

The Intrepid Group is a customer focused business who believes in being the best we can be, regardless of whether we lead, sell, book, manage, share, build, operate, design or create the Best Travel Experience Ever.

As the Regional Product Manager (RPM) you will play the leading role in delivering the highest quality trips in your region of responsibility. Working closely with the relevant Destination Managers you will lead your regional team to achieve outstanding levels of customer satisfaction, strong sales growth and profitable commercial results across the Intrepid Group brands.

## **QUALIFICATIONS AND EXPERIENCE**

- Knowledge of regional trip operations, preferably of Small Group Adventures or similar
- Experience in working with destination management companies / tourism suppliers including cost negotiation
- A strong understanding of the global sales trends in travel
- Experience in travel & business in the region
- Experience in trip pricing.
- Experience in strategic planning and implementation
- Experience in staff management
- Tertiary qualifications preferred

## **OTHER SKILLS AND ATTRIBUTES**

- Strong communication and influencing skills
- Ability to create strong working relationships with internal and external clients and suppliers
- Process driven with ability to meet deadlines
- Efficient administration skills including a close attention to detail
- Understanding of cultural differences in the regions
- Ability to use Microsoft Office and the company's operating systems
- Appreciation of the company's Responsible Travel philosophy and core values
- Flexible and thrives on change and challenge
- A willingness to work flexible hours to meet demand
- A commitment to internal and external customer satisfaction
- Presentation skills
- Excellent people management skills
- Strong commercial acumen

**NOTE:** It is expected the RPM will travel within the region for short business trips.

KEY ACCOUNTABILITY	BENCHMARK MEASURE
Oversee the successful commercial performance of the regional product range.	<ul style="list-style-type: none"> <li>Gross margin from regional sales</li> </ul>
Develop and implement regional product plans in line with the brands' global strategies to enable sustained growth and profitability.	<ul style="list-style-type: none"> <li>Annual regional product plan developed and implemented</li> <li>Growth in regional sales and profit</li> </ul>
Increase regional sales through the development of marketable product and the assistance in promotional initiatives and campaigns.	<ul style="list-style-type: none"> <li>Gross revenue from regional sales</li> </ul>
Oversee the Destination Manager's management of regional product.	<ul style="list-style-type: none"> <li>Customer feedback ratings</li> <li>Meet brochure/website requirements &amp; deadlines (trip notes etc)</li> <li>Internal customer &amp; local ops feedback</li> <li>Provide support to Customer Service to effectively deal with customer feedback &amp; complaints and necessary remedial action implemented on trips to reduce complaints in the region</li> <li>Ensure all trips and customer facing materials meet PEAK Health &amp; Safety requirements</li> <li>Complete necessary safety reviews and implement action plans.</li> </ul>
Oversee the negotiation of rates from suppliers and set competitive retail prices.	<ul style="list-style-type: none"> <li>Year on year nett rate position</li> <li>Market competitiveness of Product.</li> </ul>
Oversee the selection and relationship management of suppliers.	<ul style="list-style-type: none"> <li>Customer feedback ratings</li> <li>Operator feedback</li> </ul>
Take a leading role in crisis and incident management including participation on emergency phone rota.	
Oversee the management of responsible tourism and foundation projects within the region	
Support the production and delivery of product and sales training.	<ul style="list-style-type: none"> <li>Sales training completed to agreed schedules</li> <li>Internal customer feedback</li> </ul>
Management and development of team members.	<ul style="list-style-type: none"> <li>Performance review rating</li> <li>Staff survey results</li> </ul>