

JOB DESCRIPTION

Effective From: 1 June 2019

NAME:		REPORTING TO:	Niki Vinogradoff, Partner Success Director at Urban Adventures
POSITION TITLE:	New Partners Manager	DIRECT REPORTS:	None
DEPARTMENT:	Partner Success Team	LOCATION:	Europe or North America

POSITION PURPOSE

To accelerate and build quality growth in sustainable way by finding and recruiting new Urban Adventures franchise partners in key destinations. At the core of this role is recruiting owners who are capable and commit to live Urban Adventures' values, business model and best practices of Urban Adventures 5-pillars. To succeed beyond recruitment – the New Partners Manager trains, coaches and mentors the new partner through the first stages of growth.

Our goal is to have happy partners with sustainable and profitable businesses. This role makes you the first step in the journey for those people. It important that we act with integrity in our search. We are looking to build significant long-term relationships with people for mutual benefit.

To succeed in this role the New Destination Manager will need sales skills and mentality in order to attract the right partners. Beyond that – a deep passion in wanting to see people succeed and grow into successful business owners.

QUALIFICATIONS, TECHNICAL SKILLS AND EXPERIENCE

Essential

- Ability to tap into large network and/or to create connections quickly
- Strong sense of responsible tourism and sustainability – and other Urban Adventures core values
- Deep knowledge of day tour market (industry)
- Understanding the Operational and Business side of Urban Adventures Partners
- Experience working in an entrepreneurial or business focused position
- Ability to develop and lead onboarding and training
- Excellent and engaging presentation and public speaking skills
- Ability to communicate the vision of the brand and expectations of business performance to the new Urban Adventures Partners
- Ability to travel on short notice
- Ability to understand and adapt to/with various cultures and backgrounds

Desirable

- Growing and/or working in Urban Adventures business
- Sales and/or distribution within the travel industryExperience
- Developing and leading training programs
- Experience working in the franchising business
- Ability to speak multiple languages fluently (Spanish) preferred
- Experience in HR and/or Recruitment

OTHER SKILLS AND ATTRIBUTES

Essential

- Self-awareness and desire to drive own learning and professional development

- Ability to work autonomously and under pressure while maintaining accuracy
- Excellent communication.
- Flexible and adaptable to change
- Team player
- Responsible and reliable

Desirable

- Strong knowledge of and passion for Urban Adventures style of travel
- An understanding of and belief in Urban Adventures Responsible Travel philosophy
- Ability to use various communication tools and platforms

ACCOUNTABILITIES

Accountabilities	Benchmark Measure	Key Activities
Finding and Interviewing new partners	All candidate contacts and communication documented Finding candidates in key destinations as identified by UAG	<ul style="list-style-type: none"> • Contacting all relevant candidates • Interviewing the candidates by visiting or video meeting • Screening and the candidates • Making the preliminary decision • Creating and keeping the onboarding and contracting process updated
Onboarding and Contracting new partners	Providing and/or coordinating onboarding and contracting according to Key Activities	<ul style="list-style-type: none"> • Training into UA Systems and Processes • Providing all logins • Logos and UA Photo manual • Introduction to UA Portal • Contract signed and stored • UAP proven legality of their operations • UAP completed compliance training • Creating and keeping the onboarding and contracting process updated
Training new partners	Training completed according to Key Activities	<ul style="list-style-type: none"> • Leading 3-day Urban Adventures Academy • Finalize 5 Pillar plan with new UA Partner • Finalize the business plan with the new UA Partner • Extensive training in UA Portal • Survey new Partners on development suggestions for UA Academy
Integrating and Connecting new partners into network	Integrating and connecting completed according to Key Activities	<ul style="list-style-type: none"> • Introducing new destination to UAG and UAP Team • Organizing a meeting with Account Manager and Global Sales Manager • Organize meeting with Partner Success Director • Organize meeting with Private Groups Team • Organize and facilitate meeting between neighbouring UAP's

Accountabilities	Benchmark Measure	Key Activities
		<ul style="list-style-type: none"> Creating and keeping the integrating process updated
Completing the first stage	The below customer and revenue targets achieved <ul style="list-style-type: none"> 150 customers Performance Review completed 	<ul style="list-style-type: none"> Organize Meeting with General Director Facilitate a ceremony for their hand-over to an AM Creating and keeping the 'completing first stage' process updated
Handing over the new Partner to account manager	Key Activities completed	<ul style="list-style-type: none"> Organize and facilitate handover meeting with UAP and Account Manager Conduct a handover meeting between New Destination Manager and Account Manager
Achieving the set targets	Inside 12-month period: <ul style="list-style-type: none"> Minimum: 10 New Partners completed 1st stage Realistic: 15 New Partners completed 1st stage High: 20 New Partners completed 1st stage 	