



OPERATIONS MANAGER – TRAVEL SERVICES

If this seems like the perfect job for you, please get in touch by sending your CV with an accompanying cover letter to: Qatar.recruitment@match-hospitality.com

*All roles will require relocating to Qatar once borders have reopened and international travel is safe once again

Job Description	
Job Title:	Operations Manager – Travel Services
Reports To:	Director of Travel Services
Direct Reports:	TBC

External Relationships:	MATCH Accommodation, Aircraft Charter companies, Airlines, Gray Dawes Group.
Internal Relationships:	Sales team, Sales administration, Marketing, Finance, Legal, IT, Document Control, senior management.

Job Summary:	<p>A new role is being created to offer support to Travel Services in implementing its objectives.</p> <p>The Travel Services team has created a suite of travel products to be offered to MATCH Hospitality customers either during their purchase of the HP or at some time after. The travel products will include accommodation in Qatar, Dubai or Oman and flights provided by a scheduled operator and a series of charter flights organised by Travel Services.</p> <p>Additional tasks include the chartering of capacity on cruise ships and potentially other accommodation options.</p> <p>The products will be offered to the customer in a dynamically packaged manner with pax making choices of flights and hotels or as a pre-bundled manner with specific flights and accommodation.</p>
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Key Accountabilities

The role of the Operations Manager – Travel Services (“OM”) will be to:

1. Oversee the activity of contracted third-party providers to ensure compliance with MH objectives and requirements.
2. Take responsibility for the delivery of all customer documentation and bonding certificates within specified timescales.
3. Manage the reporting requirements to airlines and MATCH management.
4. Ensure MH compliance with the Packaged Travel Regulations.
5. Audit and manage the third-party supplier of seat sales activity to ensure that customer data and reservations details are stored appropriately and in readiness for a smooth transition to the airline CRS’.
6. Assist in managing the various seat inventories associated with both Charter and Scheduled flights and Accommodation supply.
7. Oversee and assist where necessary with the delivery of passenger services at airports.

General

The essential job functions of the OM are:

- Ensure delivery of Travel Services objectives.
- Regularly review the performance of the contracted Air Service Supplier to ensure compliance with MH objectives and SLA’s, reporting any instances of noncompliance or concern.
- Report in a timely manner to the senior management in the event of a potential or likely failure of MH’s requirements under CAP and PTR.
- Ensure that third party suppliers for air and accommodation products meet stated MH objectives.
- Oversee preparation of sales and supplier cost reports to MATCH Finance.
- Control expenses to meet budget guidelines



Knowledge, Skills and Experience

Essential Experience:

- Broad experience (4 + years) in travel / airline industry at a senior level.
- Demonstrably broad knowledge of travel product sales, project management, supplier relationship management, technology systems and airlines.
- An understanding of the requirements and liabilities surrounding the Packaged Travel Regulations (PTR).

Essential Skills:

- Excellent understanding of the components that make up the Packaged travel product.
- Strong 'can do' attitude – always looking to overcome challenges and apply innovative thinking.
- Company 'Start Up' mentality with the confidence to energetically undertake various task and deliver to high standards.
- Strong interpersonal and presentation skills.

Desirable:

- Good working relationships with key tourist industry suppliers in Qatar
- Availability for extensive travel