

Job Title:	Global Head of Sales and Customer Service	Team:	Customer Sales & Service
Reports to:	Managing Director	Reporting in:	Head of Customer Service / Trade Sales Manager

About Explore

Explore has been creating award-winning adventures for over 37 years and is the expert when it comes to unique travel experiences. Our small group adventure holidays have been running since 1981 and today, Explore is one of the most trusted travel companies operating over 600 trips to more than 130 countries. At Explore, we are passionate about travel and have developed a wide range of unique activities and experiences which give our customers an unforgettable adventure. From family trips to holidays for solo travellers; cycling tours to wildlife safaris; trekking mountains or exploring miles of scenic coastline; self-guided holidays or small group trips; there is something for every kind of traveller with Explore.

One Team One Vision

Every member of the Explore team agrees to actively contribute to the company's success. Explore has a flexible and open working culture and expects all staff to be flexible in their own approach. This means being willing to help out with any task, role or project at any time, as required.

It is equally important that all team members have a positive, pro-active and customer-focussed attitude, and are happy to work in an ever-changing business environment.

Role Summary and Job Purpose:

The Global Head of Sales and Customer Service is a key member of the Explore leadership team and will create and execute the implementation of our overall sales and distribution strategy and customer service processes. The role will lead Explore's customer service and sales teams plus manage all GSA relationships globally, charged with growing our brand in various source markets. Customer driven and maximising sales at a global level, you are responsible for all elements of sales operations, ensuring the structure, processes, skills level and dynamics of the collective sales department is at the optimum level to achieve and exceed sales targets and achieve key performance indicators. A leader and motivator, this senior leadership role includes responsibility for ongoing leadership development, training and coaching and will work with direct reports to champion a high-performance culture and world class customer service mantra.

Key Responsibilities:

- Provide leadership and direction for both sales and customer service leaders
- Work closely with select travel agencies, to drive growth and brand presence
- Ensure solid commercial negotiation of all partner agreements including commissions and overrides in each market
- Work closely with the marketing team to drive campaigns to complement our trade and consumer marketing activity
- Deliver efficient insights around competitor positioning and sales growth opportunities
- Monitoring and reporting on sales performance against budget and reporting on variances

- Identifying key areas of improvement in the sales process and required technical platforms to sustain long term growth
- Developing market opportunities for new customers and partners
- Act as a spokesperson for the organisation at industry events and conferences
- Ensure key performance metrics across departments are in place and monitored

Skills and Experience:

	<i>Essential</i>	<i>Desirable</i>
Minimum of 5 years in an senior managerial sales role - ideally in travel	✓	
Excellent knowledge of the travel industry and travel agent landscape across varied source markets globally	✓	
A leader and motivator, have executive sales management experience with a proven track record in driving high performance, sales growth and communicating plans	✓	
Developing and executing strategic sales plans	✓	
Strong analytical, numerical, and reasoning abilities	✓	
Public speaking and presenting to trade and consumer audiences	✓	
A proven track record of developing service and sales strategies and improving customer service and conversion	✓	
Ability to be highly creative whilst driving a strong results focus to our various GSA partners and departments	✓	
Ability to travel frequently both domestically and internationally when required	✓	
Strong decision maker	✓	
Excellent communicator, written and verbal	✓	
Results-oriented with the ability to balance all key business considerations	✓	
Passionate about adventure travel	✓	
	<i>Essential</i>	<i>Desirable</i>
Education:		
Higher education		✓

Explore reserves the right to vary your tasks, duties and responsibilities at any time and from time to time according to the needs of the Company's business. However, you will not be assigned to duties or required to perform services which you cannot reasonably perform or which are outside the range of your normal skills and experience. There will also be times when you may be asked to transfer, either temporarily or permanently, to an alternative job within the Company. Where this is agreed with you, either on a temporary or a permanent basis, it will be confirmed to you in writing.

Date of Description: October 2018