

Job Title:	Yield Manager	Team:	Commercial (BI)
Reports to:	Head of Commercial	Reporting in:	None

Explore

Explore is on a mission to regain its position as the leading small group adventure tour operator in the world. With 40 years' experience in operating unforgettable tours in all seven continents, we're huge believers that travel should be a force for good in the world. Sustainability has always been at the heart of what we do, as has the ethos of continual improvement. A trusted brand - Which recommended and a Feefo Gold Service Award holder - Explore prides itself on doing the right thing – by its staff, its customers, and the planet. Every member of the Explore team actively contributes to the company's success. There is a flexible and open working culture in which the entire team works together, striving for excellence, in a dynamic business environment.

Role- how will I be helping to create unforgettable adventures?

The Yield Manager is accountable for managing capacity and yield of Explore tours and ensuring profitable growth. They will challenge the Head of Commercial and other leaders on the commercial drivers behind gross margin performance and how to increase over time. It is a role for an individual who understands the key drivers of business performance, and could grow into a more senior member of the team.

Main Responsibilities and Key Tasks

Analytics and commercial focus

- Manage yield and capacity processes within a framework outlined by the Head of Commercial. At times, challenge that framework with insight gained from the available data.
- Consolidating or guaranteeing departures based on projected profit
- Analysing data to identify opportunities for improving commercial performance
- Reporting to the business on key measures such as profit and load factors
- Recording and managing all contracted ground risks to maximise opportunities and avoid losses
- Commercially value different trading scenarios
- Assist with strategic planning and input into budgets and 3 year planning process
- Assist with target-setting for all areas of the business based on the agreed strategic plan, budget and reforecast
- Deep dive into data that is available to aid margin-led commercial decision making, e.g. comparing trips / destination regions / customer demographics / source customer regions / etc.
- Present analysis in a manner that is understood by all relevant stakeholders and focuses on the commercial benefit

Data and reporting

- Use data within the Data Hub to deliver commercially focused reporting to stakeholders at all levels

- Continuously review and revise such reporting to ensure it is accurate and helping drive the right commercial decision making

Knowledge, Skills & Experience

- 3+ years experience in an analytical role in commercial, sales or marketing teams
- Experience in a leadership role or potential to do so
- Experience of working in an industry with a variety of commercial drivers (e.g. travel) would be a significant advantage
- History of presenting commercially-focused data and breaking-down complex analysis into logic steps
- Self-critical with a focus on improving quality of analysis, process and output
- Mentally agile; inquisitive and challenging of the status quo
- Driven by improving overall business performance and profitability
- Understanding of what sustainability and responsible tourism means for a small group adventure travel business

Benefits

Work life balance is important to us at Explore and so we are open to discussion on working hours. The role is full time 37.5 hours per week.

You will start with 25 days holiday a year – this rises to 30 days after 5 years with the company. There is the option to ‘buy’ additional holiday leave.

Pension scheme and life assurance.

A generous holiday discount scheme on holidays across the Hotelplan range. Everything from adventure tours to ski holidays.

A healthcare cashback scheme that allows you to claim back money on a number of healthcare costs – including dental treatments and optician costs.

A bar and games room at HQ.

We subscribe to the ‘Cycle to Work’ scheme.

Employment Assistance Programme – a 24/7 helpline offering practical and emotional support for a whole range of issues.

The small print

This Position Description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements, and you will also be expected to undertake such tasks as are reasonable and relevant to the scope of the post. Job descriptions will be regularly reviewed to ensure they are an accurate representation of your role.

Date of Description: 26th August 2022