



Tailored Manager

SINGITA MANAGEMENT COMPANY, CAPE TOWN

Purpose

The Tailored Manager is responsible for fostering a collaborative, motivated, and high-performing team culture, ensuring exceptional service standards are consistently met while achieving sales and operational objectives, in a pressured environment.

Key Responsibilities

Team Management:

- Provide strategic leadership and oversight to a growing business division, aligned with the company's goals and priorities.
- Have strong business acumen and the ability to provide clear direction and decision making.
- Inspire and motivate a global diverse team including Advisors based in Brazil, South Africa remote and Cape Town.
- Uphold and cultivate a guest-centric approach in all aspects of Tailored.
- Periodically review team structure to ensure it is designed to optimise service levels.
- Ensure team members are fully trained and have the information/support needed to fulfil their roles.
- Responsible for deepening the skills and capability of an established team on an on-going basis.
- Form part of the integration of the Guest Relations team supporting Tailored.
- Guide revenue growth of the department, optimising Sales opportunities.

Relationships and Agent Care:

- Cultivate and nurture strong relationships with travel trade partners who book through Tailored.

- Represent the Tailored division both internally and to external stakeholders.

Tailored Systems Management:

- Develop an intimate knowledge and understanding of all systems used by the Tailored team at Singita.
- Actively seek opportunities to improve workflow within current systems, including adopting AI where needed to streamline efficiency within the team.
- Support the IT and Systems department in research for what developments there are within the industry.

Inventory Management:

- Optimize revenue from the team in applying sales strategies.

Reporting:

- Must be able to analyse and interpret reports and analytics to manage the deliverables and outputs of team effectively.
- Monthly sales reporting including insights into booking trends and analytics.
- Oversee the department's budget, from initial setup to implementation.

All roles at Singita may be required to perform other tasks as reasonably requested from time to time and as required by the business and/or operation. Singita fosters a culture of collaboration, and with this a support of the multi-skilling of staff.

To apply email your CV to SMCcareers@singita.com or visit:

www.singita.com/about/careers



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Skills & Experience

- Minimum of 5 years' experience in a people management role
- Natural leader and ability to manage a diverse team on different time zones
- Excellent communication skills, both written and verbal
- Be able to work from Singita office in Claremont 5 days a week, office hours.
- Strategic thinking coupled with practicality.
- Deep understanding of the importance of personalisation.
- Critical thinker.

Other Attributes

- Personal values align with Singita's core values
- Strong leadership skills
- Committed to conservation and sustainability personally.
- A willingness to get involved in whatever is needed in the moment.
- Intuitive care of everyone you work with or come into contact with.
- Well-presented, articulate and enjoy engaging with people (personable).
- Mature, resilient, flexible/adaptable and progressive.
- High energy with a "never-give-up" attitude.
- Adaptable and resilient to change.
- Be a South African citizen or the holder of a valid South African work permit.

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