



Singita Travel Operations Manager

CAPE TOWN, SOUTH AFRICA

Key Responsibilities

The main role of the Singita Travel Operations Manager is to ensure the smooth running of the Travel team by providing operational and management support.

- Reports to General Manager: Singita Travel
- First point of call for Travel Coordinators and independent Travel Advisors for any team queries.
- Weekly Singita Travel operational update.
- Management of emergency duty and leave of staff. All impacted parties to be updated.
- Arrange and management of calendar notes for Singita Travel meetings.
- Coordination of systems operations.
- Drafting, implementation and management of Standards of Performance (SOP's) for the department.
- Capture all quotes received, including turnaround times (rack and residents).
- Quotes to be distributed, logged and records kept on balance of bed nights.
- Create and update checklists for Travel Coordinators and Travel Advisors.
- Management of age analysis.
- Manage orientation of new employees and training schedules.
- Weekly reports collated for the General Manager: Singita Travel, including Travel Advisor bookings received, quoted, confirmed and cancelled. Rack and resident data to be accounted for.
- Trends and bookings movements analysis.
- Budget planning and assistance.
- Coaching and management of team members in line with the Singita Way.

Key Responsibilities

- Provide regular feedback to the General Manager: Singita Travel and foster a culture of inclusion and collaboration.
- 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.

Singita Travel is responsible for enhancing guest travel experiences and assists the company in maximising revenue flows to support our conservation and community initiatives.

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

www.singita.com/about/careers



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CAPE TOWN, SOUTH AFRICA

Skills & Experience

- Diploma in Tourism/Hospitality.
- A minimum of 5 years experience in a luxury tourism operational, supervisory/management role.
- Sound knowledge of and strong focus on technology/systems/applications.
- Excellent communicator – a primary focus is sharing information and knowledge (across geographical areas).
- Natural ability to lead people.
- Skilled at conflict resolution. Basic knowledge of HR principles/SA Labour Legislation.
- Advanced Excel skills.
- Experience in budgeting and financial acumen.
- Excellent verbal, written and presentation skills.
- Ability to perform under pressure and to perform in a fast-paced environment.
- Ability to make decisions, and stand by them.
- Proactive, with strong ability to take initiative.
- Ability to think creatively / “out of the box”.
- Passionate about the tourism industry, constantly seeking out new trends.

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