Singita

Commercial Systems & Training Lead

CAPE TOWN, SOUTH AFRICA

Singita's Commercial Systems & Training Lead makes sure our reservation systems work well for the people who rely on them every day. You will keep the rates, products and information used by our Sales and Revenue teams accurate, consistent and live on time, so that what reaches our guests is exactly what we intend.

You will lead the product side of Nebula and Lemax, our reservation systems, along with any future systems that join our product ecosystem, working closely with our IT colleagues. You will also lead training so that every team member can use these systems with confidence, and you will look for practical ways to improve the quality of our data and the experience it creates for our guests. You will report to the Product Manager.

Tone & Culture Fit

Accuracy is a form of care. This role is suited for someone with calm authority and a practical, solutions-oriented mindset. You are equally comfortable untangling a complex rate structure, and facilitating training session for a room of Travel Advisors.

You are dynamic and self-directed: you do not wait to be told where the gaps are, you go and find them. You take pride in doing things properly, and you bring people with you rather than simply setting the standard.

Curious about how systems can work better, and respectful of the people who rely on them, you thrive in an environment that values clarity, collaboration and care: for our guests, for our colleagues, and for the wild places and communities that Singita exists to protect.

Key Responsibilities

Owning data quality & process

- Look at our systems, processes and requirements, and determine how data quality, training, spot checks and quality control will be managed.
- Shape the direction of the role yourself: decide where to focus, and build the processes, checks and standards that keep quality high as the business grows.
- When you find gaps or signals in the data, investigate and decide the approach, taking ownership of the fix and the process around it.
- Explore and apply tools, including AI, to improve efficiency and the quality of our data and output.

Systems ownership

- Own the product side of Nebula and Lemax, and any future systems as they are introduced, working alongside IT.
- The scope of the role is not limited to these systems and may change over time.
- Take oversight of how our systems work together, so that data and product information flow accurately and consistently between them.
- Represent Product in system projects, including the rollout of Nebula, making sure product requirements are clearly defined, tested and delivered.
- Seek opportunities for innovation, and for improving the overall quality of our data and output.

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

www.singita.com/about/careers

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Loading & delivery

- Oversee system loading and delivery. Accuracy and timing are key deliverables in achieving a high level of service.
- Improve efficiencies in the system and loading space.
- Identify challenges early, find practical solutions, and raise technical issues with IT.

Quality & consistency

- Safeguard the accuracy of rates, product information and data across all systems, so that what our Sales and Revenue teams quote and sell is correct.
- Quality control of naming conventions and consistency across the group and the various platforms.
- Oversee itinerary quality and recommendations, giving feedback that strengthens our Sales and Revenue teams.

Training & enablement

- Lead systems training on Nebula and Lemax, and on other systems as they are added, including onboarding and refreshers, so that every team member is confident and consistent.
- Monitor the performance of the systems and how our teams use them, and share what you learn to improve training, processes and standards.

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Collaboration

- Work closely with Sales, Revenue, Finance and IT to make sure the systems operate as they should.
- Report on loading status and delays and contribute to Product Division planning and priorities.

The Ideal Candidate

- 7+ years' experience working with reservation, rate or property management systems in luxury travel, tour operating or hospitality.
- Experience with Lemax or similar travel and reservation systems is an advantage.
- A clear understanding of how different systems integrate and work together, and the ability to oversee more than one system at a time.
- Dynamic and self-directed, with the confidence to shape the direction of a role and take full ownership of the outcome.
- Comfortable using AI tools to improve the quality, output and efficiency of your work, and to share what works with your team.
- Proven ability to train and enable others, from onboarding to advanced use.
- Strong analytical skills and an exceptional eye for detail, comfortable with rate structures, contracts and data.
- A problem-solver who finds practical solutions and sees them through.
- Excellent written and verbal communication, able to explain complex systems simply.
- Confident working across teams and alongside technical colleagues.
- MS Office proficiency, with strong Excel skills.

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