

DHARMA

TRAVEL TEAM MANAGER

Based: Remote

Reporting to: CXO

Start date: ASAP

ABOUT DHARMA

Our mission is to bring the world together through the power of shared experience. DHARMA is a fast-growing, travel-tech startup based in London, UK and Abu Dhabi, UAE. Our innovative business model creates, builds, launches, and operates private-label travel brands for the world's most iconic people and brands. We are proud to have happy clients across a range of industries from best-in-class fitness companies to A-list celebrities. Our dynamic, enthusiastic team has a positive impact on the world and does exceptional work. Together, we are revolutionizing the way travel experiences are built, promoted, and delivered.

JOB OVERVIEW

The Travel Team Manager will utilize strong worldwide destination knowledge, extensive travel and hospitality experience, and personal passion to build wellness, active, culinary, and culturally focused itineraries for our Brands and Talent. Along with creating trips, the Travel Team Manager will grow an effective, scalable trip planning process and build a world-class team of travel consultants, overseeing a fast-paced trip planning funnel that moves efficiently from ideation to development, budgeting to execution. The suitable candidate must have an ingrained interest in modern culture and the current zeitgeist to ensure the trips we are creating are bold and ahead of trend. A passion for wellness and familiarity with the US travel market and strong knowledge around North American, Caribbean, and Central American destinations preferred.

RESPONSIBILITIES

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- Build and oversee the development of scalable, market-ready trip product moving from ideation and planning, to budgeting, client approval, and departure
- Build strong trip planning processes and utilize new technologies to create efficiencies at every stage
- Recruit, manage, develop professionally, and inspire a world-class trip planning team
- Expertly manage the client experience ensuring satisfaction, loyalty, and retention
- Prepare and oversee the development of highly polished written documentation, including itineraries, planning timelines, hotel descriptions, sales sheets, and more
- Oversee varied brand portfolios to ensure consistency and quality across diverse categories
- Prepare and oversee the development of detailed trip budgets, making recommendations for trip pricing
- Leverage existing relationships and grow worldwide network of best-in-class vendors; hotels, transportation, meals, trip leaders, and DMCs
- Support in development and enrichment of our curated supplier database
- Review all trip feedback for constant improvement and provide detailed post-trip reporting

QUALIFICATIONS

- 2+ years of experience in a high-volume trip planning role - group travel preferred
- Sophisticated international traveler with impeccable taste
- Extensive on-the-ground knowledge of regions and countries worldwide
- Self-motivated and tenacious, possessing of an entrepreneurial spirit, ability to take bold initiative, and desire to exceed expectations
- Gifted storyteller who understands the power of utilizing narrative in creating transformative experiences
- Ability to manage multiple planning projects simultaneously across highly diverse categories, from sport to fashion, cannabis to art
- Meticulous organizational skills, high attention to detail, and the ability to multitask
- Impeccable written communication skills and the ability to craft compelling trips copy that engages and delights
- Strong interpersonal skills, experience managing cross-cultural and geographically dispersed teams, and possessing a strong ability to motivate others
- Solid financial management skills and experience managing complex budgets

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- Skilled at anticipating client needs and delivering intuitive, personalised solutions
- Ability to step in creatively as needed, utilizing strong visual perspective and polished writing skills to get the job done
- Finger on the pulse of trends in fitness, wellness, fashion, food, and current events
- Values privacy and confidentiality
- Experience in a fast-paced, dynamic start-up environment preferred
- Candidates with foreign language skills preferred
- Previous experience as a guide / tour leader in a customer-facing role preferred
- Events and/or hospitality experience preferred

HOW TO LEARN MORE

Thank you for your interest in DHARMA. We genuinely appreciate your enthusiasm.

To apply for this position, please send us your résumé and cover letter. Feel free to submit the form linked [here](#) or send us an email at jobs@seekdharma.com. Our hiring team will be in touch within five working days to update you on the status of your application.