

DHARMA

Director of Travel Product

Based: Remote

Reporting to: CXO

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

DHARMA is looking for an experienced director of group travel product who will be responsible for the creation and development of experiential trips which deliver planned volume margin and revenue targets. The Director of Travel Product will oversee the trips department at DHARMA, developing strategies, implementing processes, and driving the ideation, development, and execution of creative, differentiated group travel packages to the most extraordinary destinations on earth. The successful candidate will be an experienced and natural leader, able to oversee a varied global team of planners and be responsible for taking new brands from initial discovery and portfolio ideation stages through trip planning, brand activation, sales launch, and beyond. 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.

RESPONSIBILITIES

- Oversee the trips department at DHARMA, developing strategies, implementing processes, and driving the ideation, development, and execution of creative, differentiated group travel packages

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- Oversee the build of scalable, consistent, market-ready trip product for brand portfolios from wine & spirits to football, fitness, cannabis, and more
- Oversee the selection and onboarding of next generation itinerary software, ensuring that future-proof technology is utilized to power growth
- Recruit, manage, and inspire a world-class trip planning team
- Support in building strong trip planning processes and utilize new technologies to create efficiencies at design stage and beyond
- Manage overarching project timelines and ensure deadlines are met
- Oversee the integration of finalized trip product as it moves towards brand activation, from content generation to website development through to sales launch and beyond.
- Oversee the client experience for new and existing clients ensuring engagement, satisfaction, loyalty, and retention
- Prepare and oversee the development of highly polished written documentation, including itineraries, master planning timelines, hotel descriptions, sales sheets, and more
- Prepare and oversee the development of detailed trip budgets, driving decision making around trip pricing, to ensure profitability and scalability
- Leverage existing relationships and grow worldwide network of partners and best-in-class vendors; hotels, transportation, meals, trip leaders, and DMCs
- Identify new areas of opportunity for business development and support in creating pitch portfolios that inspire potential clients
- Review all trip feedback for constant improvement and provide detailed post-trip reporting

QUALIFICATIONS

- 5+ years of experience in an ultra- high-volume product development role - group travel preferred
- Efficient and agile, able to manage multiple fast-paced planning projects simultaneously across highly diverse categories, from sport to fashion, cannabis to art
- Strong financial management skills and experience managing complex budgets
- 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
- Experience in a remote, fast-paced, dynamic start-up environment preferred

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- Gifted storyteller who understands the power of utilizing narrative in creating transformative experiences
- 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
- Sophisticated international traveler with impeccable taste
- Strong interpersonal skills, experience managing cross-cultural and geographically dispersed teams, and possessing a strong ability to motivate others
- Skilled at anticipating client needs and delivering intuitive, personalized 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
- 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
- French speaker 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.