

DHARMA

TRAVEL PRODUCT MANAGER – FOOTBALL

Based: Remote

Reporting to: CXO

Start date: ASAP

Duration: Initial 3-month milestone contract that could be extended to PT or FT

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.

ABOUT LOOKING FC

Created in partnership with Eric Cantona, [Looking FC](#) is a travel brand by DHARMA. Looking FC provides authentic, multi-day football experiences across football's great cities, bringing fans closer to the beautiful game than they've ever been before. On and off the pitch, Looking FC provides unique encounters with celebrated clubs and the fans who give soul to the sport. This is our vocabulary: the real, the authentic and true; the imaginative, the confident, the humble and the hidden. This is Looking FC. Football Lives Here.

JOB OVERVIEW

DHARMA is looking for an experienced travel product manager who will be responsible for the creation and development of experiential football trips which deliver planned volume margin and revenue targets. The Travel Product Manager – Football will utilize strong category expertise, worldwide destination knowledge, extensive travel and hospitality experience, data, and personal passion to build highly-scalable football-focused (soccer) group travel packages to the most exciting destinations on earth; from Manchester to Barcelona,

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Casablanca to Buenos Aires and more. Along with heaps of passion, these travel packages will include quality hotels, great meals, and custom-created fan-centric activities. To be successful in this role you'll leverage a strong pre-existing network of contacts and suppliers worldwide and grow that network further in the football travel category. Along with overseeing the development of all the football trips in the portfolio, the Travel Product Manager - Football will become a valued member of the team at DHARMA, working cross-functionally with the Operations, Brands, and Marketing teams to further our expertise in football travel. A natural project manager and confident leader, you will recruit, train, and oversee a global team of football-savvy trip planners to ensure these trips are the best football experiences on earth. Commercial savvy, exceptional communication skills, ultra-polished writing skills, and storytelling acumen are necessary for the role. Language skills, particularly Spanish, French, and Italian preferred.

ABOUT YOU

There's no bigger football fan than you and you love the global game and what it stands for. You've traveled extensively for football. You are informed. You are an avid consumer of books, podcasts, and football media. You're active in the football community, you know who's who, what's what, and the best places to live authentic football experiences worldwide.

RESPONSIBILITIES

- Build and oversee the development of scalable, market-ready football-themed travel packages that deliver planned volume margin and revenue targets, moving from ideation and planning, to budgeting, pricing, marketing, sales and departure
- Build strong trip planning processes to create efficiencies at every stage
- Recruit, manage, and inspire a freelance trip planning team
- Prepare and oversee the development of highly polished written documentation, including itineraries, planning timelines, hotel descriptions, sales sheets, website copy, and more
- Prepare and oversee the development of detailed trip budgets, and price all trips to ensure they are competitive in the market and yield the required margin
- Leverage existing relationships and grow worldwide network of best-in-class vendors; hotels, transportation, meals, trip leaders, and DMCs to support in the enrichment of our curated supplier database

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- Liaise with the Marketing team, conduct research, and manage departure date planning, ensuring trips are planned to operate at the right times for both the source market and the destination
- Negotiate best rates, block bookings, allocations, and terms with all suppliers (hotels, ground suppliers & DMCs) to maximize availability and generous perks and amenities
- Review all trip feedback for constant improvement and provide detailed post-trip reporting
- Collect and disseminate data in order to provide regular performance-based reports to key stakeholders within the business
- Oversee ancillaries (upgrades, pre & post night stays, optional activities provided by the hotels, etc)
- Oversee supplier payments and work with Finance to ensure robust margin and revenue reporting available
- Oversee private trip requests to ensure high-quality trips are turned around quickly
- Occasional requirement to visit destinations to meet existing and new suppliers

QUALIFICATIONS

- At least 3+ years' experience in a high-volume travel product manager role - group travel preferred
- Deeply knowledgeable around football / soccer culture - knowledge born of curiosity, passion, and personal experience
- Seasoned international football traveler who knows how to find the spirit of the game in varied locations
- 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 destinations and work under pressure
- 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

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- 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
- 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 football
- Passionate about creating long term partnerships
- Ultra tech-savvy, experience with Google Drive, Monday.com, and Slack preferred
- Experience in a fast-paced, dynamic start-up environment preferred
- Written and spoken language skills (particularly French, Spanish, and Italian) 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.