

DHARMA

DIRECTOR TRIP PRODUCT AND OPERATIONS - GROUP TRAVEL

Based: Remote

Reporting to: CEO

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 an exciting range of group travel brands created around passion points, from wellness to sport to food and drink. 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

As Director Trip Product and Operations you will become a valued member of the senior team at DHARMA, leaning on vast professional experience and expertise to create strong strategies, implement next-generation technologies, and develop the scalable processes that will continue to fuel DHARMA's powerful growth.

In this overarching Product and Operations role, you will be responsible for the creation and development of trip product which delivers planned volume margin and revenue targets, as well as the safe, successful, and profitable operation of those trips in line with DHARMA's standards and policies. In this role you will manage the product and operations for all brands at DHARMA and take new brands from initial discovery and portfolio ideation stages through trip planning, brand activation, sales launch, delivery, and beyond. The successful candidate will be an experienced and natural leader, able to oversee a varied global team of planners and operators and be tireless in their efforts to promote DHARMA's core values and foster a culture based on inclusivity and mutual respect. 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. In addition to fluent English, language skills, particularly Spanish, French, and/or Italian preferred.

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RESPONSIBILITIES

Trip Product

- Oversee the design and development of new trip product for DHARMA
- Developing strategies, implementing processes, and driving the ideation, development, and execution of creative, differentiated group travel packages at scale for brand portfolios from wine & spirits to football, fitness, cannabis, and more
- Oversee the selection and onboarding of next-generation technologies that power growth
- Oversee the inventory upload and management into inventory management system
- Develop and implement overarching purchasing strategies and oversee the negotiation and contracting of all hotel, transportation, DMC, and activity suppliers
- Manage inventory and allocations throughout the year, across all brands
- Recruit, manage, and inspire a world-class trip product and operations team with geographic expertise
- Support in building strong trip planning processes that create efficiencies at design stage and beyond
- Leverage existing relationships and grow worldwide network of partners and best-in-class vendors; hotels, transportation, meals, trip leaders, and DMCs
- Manage the build of all customer touchpoints including the DHARMA app, guest emails, and booking funnel for all trips
- Identify new areas of opportunity for business development
- Review trip feedback for constant improvement

Guest Experience

- Oversee all Trip Comms (inbound and outbound) with guests and suppliers
- Oversee trip budgets and guest payments
- Build the best-in-class guest support team globally

Operations

- Develop and implement a comprehensive and highly scalable operations strategy in line with DHARMA's KPI-driven business objectives

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- Oversee operations of 500+ trips a year, ensuring all objectives are met on time and on budget
- Oversee the day-to-day running of the Operations team including trip management, supplier contracting, and guest support
- Scale the operations team, overseeing recruitment, training, KPI management, performance reviews and career development
- Oversee suppliers, ensure Health & Safety standards met or exceeded, maintain supplier database, and develop and manage business relationships with key partners
- Own and manage relationships with local DMCs including the drafting and oversight of SLAs
- Oversee recruitment and training of a team of independent, freelance trip leaders
- Oversee trip budgeting, pricing, and post-trip reconciliation
- Conduct quality control of trips to ensure Net Promoter Score and Operational Gross Margin targets are met
- Utilize operational expertise to inform technology build
- Assume a lead role in an Incident Management strategy, overseeing implementation of emergency procedures at the trip and company level
- Recommend and coordinate processes that encourage strong operational efficiencies
- Encourage consistency across all operational areas

QUALIFICATIONS

- At least 5+ years' experience leading a department in a high-volume (500+ departures/3,000+ guests/per year) product and operations role (DMC or tour operator) - group travel strongly preferred
- A proven leader, self-motivated and tenacious, possessing of an entrepreneurial spirit, ability to take bold initiative, and desire to exceed expectations
- Experience with tour operator software and ability to drive the selection and onboarding of new systems
- Experience onboarding, managing, and training employees and ability to quickly scale a team of professionals
- Strong interpersonal skills, experience managing cross-cultural and geographically dispersed teams, and possessing a strong ability to motivate others
- Experience overseeing stakeholder NPS scores, a key KPI for the role

DHARMA

- Efficient and agile, able to manage multiple fast-paced projects simultaneously across highly diverse categories, from sport to fashion, cannabis to art
- Highly numerate with strong commercial expertise and experience with budgeting, and forecasting
- World-class and demonstrable negotiation skills
- Ultra tech-savvy, experience with Google Drive, Monday.com, and Slack preferred
- Extensive on-the-ground knowledge of regions and countries worldwide
- Experience in a remote, fast-paced, dynamic start-up environment preferred
- Impeccable written communication skills
- Sophisticated international traveler with impeccable taste, culturally minded, finger on the pulse of trends in fitness, health and wellness, fashion, food, sport and current events
- Language skills, particularly Spanish, French, and/or Italian 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.