

DHARMA

HEAD OF OPERATIONS - GROUP TRAVEL

Based: Anywhere, preference for UK/EU/East Coast USA time zones

Reporting to: Director Trip Product and Ops

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 places as diverse as London, Abu Dhabi, Toronto, Tuscany, and Barcelona. 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 Head of Operations you will become a valued member of the team at DHARMA, leaning on vast professional experience and expertise to develop comprehensive operational strategies and create the scalable processes, including the onboarding of next-generation technologies, that will continue to fuel DHARMA's powerful growth. In this dual role you will oversee trip operations and customer experience across all of the DHARMA travel brands, ensuring the delivery of safe, successful, and profitable trips that our guests love. You will be an experienced and natural leader, able to oversee a varied global team of experienced managers and operators and be tireless in your efforts to promote DHARMA's core values and foster a culture based on inclusivity and mutual respect.

RESPONSIBILITIES

Trip Operations

- Own the Guest NPS metric
- Ensure we are delivering a world-class experience for both clients and guests pre-trip, on trip, and post trip

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- Oversee operations of 500+ group trips a year, ensuring all objectives are met on time and on budget
- Maintain relationships with service providers & partners around the world, building scalable systems for communication and delivery of services
- Utilize operational expertise to inform DHARMA's proprietary technology build and the selection and onboarding of next-generation technologies that power growth
- Manage trip budgets and post-trip reconciliation
- Manage the customer support and ticketing process for all guests and clients
- Own payment and balance dues with all guests, clients, and suppliers
- Assume a lead role in an Incident Management strategy, overseeing implementation of emergency procedures at the trip and company level
- Ensure Health & Safety standards met or exceeded

Customer Experience

- Oversee customer experience, creating a world class guest journey for our community of travelers, ensuring every interaction with DHARMA unlocks access to expertise in travel, category, and brand
- Manage the build of all customer touchpoints including the DHARMA app, guest emails, and booking funnel for all trips
- Manage guest payments, through Rezdy or similar
- Create exceptional experiences at scale, adding moments that inspire, surprise and delight every DHARMA guest
- Manage our customer feedback processes and use data to continuously improve our offerings

Team

- Scale and manage a world class customer & operations team, able to deliver on the key KPIs; Net Promoter Score, Operational Gross Margin, and Health & Safety
- Manage recruitment, training, KPI management, performance reviews, and career development

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- Oversee the recruitment and training of a team of independent, freelance trip leaders

QUALIFICATIONS

- At least 4+ years' experience leading a department in a high-volume operations role - group travel preferred
- Professional-level English and additional language skills, particularly French and/or Spanish preferred
- Experienced operations professional, skilled at building scalable and flexible processes that allow seamless integration between internal and external teams
- 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 proficient at quickly scaling highly functioning teams
- Experience overseeing stakeholder NPS scores, a key KPI for the role
- Tech-savvy and experienced in implementing and utilizing start-up systems and tools like Hubspot, Monday.com, Zapier, Rezdy
- Experience in a remote, fast-paced, dynamic start-up environment 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.