

**Global Business Development Manager - Groups**

**Person specification:** Agood communicator, persuasive, authentic and able to work harmoniously with colleagues. Is ambitious, ‘sales hungry’, professional, focused & result orientated. Takes ownership of activities leading to successful outcomes. Has commercial acumen with attention to critical factors that impact outcomes. An energetic driver who enjoys client facing roles and can translate conversations into mutually profitable client partner relationships. Knowledgeable of inbound groups business into UK & Ireland and/or Nordics OR of a key source market into one or more of these destinations.

**Requirements:** Demonstrable successful or current track record of Business Development within the tourism industry with at least one of TPGs destinations or key source markets. Highly motivated, self-organised, an ability to research, evaluate and drive opportunities in existing and new markets. European language(s) are an advantage, but not strictly necessary.

**Job specification:** Breaking into new & developing markets by proposing & executing an effective market strategy. Winning and onboarding clients which will involve building pipelines from new (and existing) opportunities, prioritising targets, engagement and quotation creation, costings, and client presentations at various levels of seniority. Being able to customise quotes for different client territories, market segments, and client types. Research, evaluation, pipeline building, confirmation and onboarding of clients and revenue within agreed timeframes. Building knowledge & networks within markets.

This role involves travelling, sometimes extensively dependent on market and language skills.

**Reports to:** Chief Revenue Officer

**Key Tasks:**

* **Winning and onboarding new clients** and synergy clients at appropriate margins
* **Researching and presenting our company and product to a pipeline of new prospects, delivering pre-agreed revenue targets annually and quarterly**. This includes gaining market intelligence and using this to beat the competition by giving tours and ancillary products that are most suitable for the client and sales
* **Sourcing new sales leads** and contacting clients by telephone/email or by arranging visits. Work to set budget, managing the business pipeline across the group and ensuring effective return on investment with key partners
* **Understanding and developing a strong commercial relationship with clients and synergy sales,** specifically knowing what type of tour they prefer, their market position (cheap, luxury, mid-range), and the products that are most suitable for maximum sales
* **Understanding the market** and the competitive landscape and pressures and working with the client to grow their business and our business with them. Wrapping our clients into long-term partnership agreements and establishing a strong commercial relationship set for YoY growth
* **Understanding the clients’ sales cycle,** ensuring we are quoting for the right business at the right time to maximise our share of the clients’ overall business and to help grow the clients’ overall business
* **Meeting our clients’ requirements** and matching this information with our product database to ensure that the best possible itinerary is planned and that opportunities for increasing sales revenue are maximised by suggesting additional services
* **Ensuring price and margin** of our offer is competitive and profitable, within the company's pricing guidelines
* **Following up with the client** in a timely way to convert offers and quotes into profitable sales with client satisfaction
* **Liaising with internal teams** during and after the sale; liaising with your client as appropriate, and/or resolving client queries
* **Ensuring that the details of your portfolio of clients** are effectively recorded in the company CRM and reporting system
* **Monitoring of performance** and analysis of reports, preparing improvement plans
* **Attending trade shows, raising brand awareness** among industry professionals

**Additional Tasks**

* To flexibly support team members of the same region (and other regions where business requirements demand) to fulfil their role as and when needed, for business reasons such as productivity, expertise absence, illness etc.)

**This job description is intended only as a guide to the main responsibilities and it in no way intends to restrict any individual in the performance of other duties as may be required by the Company.**