**FIT PRODUCT & CONTRACTS MANAGER**



Tour Partner

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JOB

DESCRIPTION

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FIT

PRODUCT &

CONTRACTS

MANAGER



|  |  |
| --- | --- |
| **Person specification:**  | An experienced negotiator, good communicator, being confident, persuasive and goal oriented. Friendly personality, professional, focused, shows initiative, attentive to detail and commercially aware. Ability to connect with diverse staff, managers and management  |
|   |  |
| **Requirements:**  |  | A proven track record of working in the tourism industry, destination and supplier knowledge in Ireland. Business travel required throughout the Ireland therefore you must hold a current full driving licence. Candidate must have excellent analytical skills and knowledge of the travel industry distribution landscape. This includes third party channels, GDS, central reservation systems and property management systems.  |
| **Reports to:**  |  | FIT Managing Director  |
| **Job specification:**   |  | You are responsible for renewing existing contracts and seeking out new products to refresh and extend the existing portfolio, with attention to luxury and boutique-style properties, as well as large hotel chains. A key aspect of this role is to grow our FIT business across markets and with key accommodation suppliers to leverage and maximise revenue and margin.  |
| **Key Tasks:**  |  |   |

* Developing and maintaining preferred relationships with our FIT suppliers to optimise the quality and profitability of our services to the clients; this includes visits to B&Bs, hotels, guest houses and other suppliers, attending trade shows/events and workshops
* Implementation of the contracting strategy with suppliers with direct contracts through static and dynamic rates and availability
* Sourcing accommodation space and where possible allocations and Channel Manager contracts within the company’s portfolio and grow a strong network of accommodation suppliers
* Negotiation of rates and terms/conditions for FIT accommodation and achieving the best tariffs available in order to comply with the clients’ budget and secure a profitable margin; addressing customer service issues, supporting complaint resolution
* Finding new innovative products and helping Sales with complex itineraries and themed tours
* Ensuring contracted documentation is stored and filed for easy access by all team members.

JOB DESCRIPTION – FIT PRODUCT &

CONTRACTS MANAGER

* Effectively contracting FIT attractions and activities within Ireland and liaising with them regularly
* Supporting marketing efforts and relationships UK based attractions/activities as required
* Being responsible for quality assessment: visiting and inspecting FIT accommodation suppliers in Ireland on a regular basis to secure quality. This includes classifying standard, updating descriptions and providing necessary information to the Sales teams
* Holding internal presentations and training sessions. This may involve arranging for suppliers to come to the office to present their product to our staff.

**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.



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* Create, agree and deliver on production targets as appropriate
* Where appropriate to present and gain additional marketing packages/contributions from suppliers as income into our company

* Ensuring contracted documentation is stored and filed for easy access by all team members
* Supporting marketing efforts and relationships UK based attractions/activities as required

**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**