

Project Manager – AI Transformation



Location: London, UK

Department: Project Management Office

Reporting to: Head of PMO

Contract Type: Permanent

Do you want to create memories that last a lifetime?

Tour Partner Group is a leading B2B Destination Management Company (DMC) specialising in travel experiences across the UK, Ireland, the Nordics, and the Baltics. With offices in London, Edinburgh, Dublin, and Copenhagen, we bring together over 300 destination specialists, designing unforgettable travel experiences for Groups and FIT, as well as curated MICE programmes under our dedicated brand, **Horizons by Tour Partner Group**.

At **Tour Partner Group**, we believe in responsible travel, continuously challenging ourselves to elevate our standards and ensure that every journey we create leaves a positive impact on both people and the planet.

About the position:

We are looking for a passionate and dynamic **Project Manager – AI Transformation** to join our team in **London, UK**. In this role, you will be responsible for **delivering business transformation initiatives where success is measured not by go-live dates, but by whether people actually change how they work and whether promised benefits materialise**. You will work as part of a **collaborative, international team**, creating memories that last a lifetime for our clients and their customers.

Your responsibilities:

As a Project Manager – AI Transformation at Tour Partner Group, your key responsibilities will include:

Programme Coordination & Delivery

- Manage delivery of the projects under your responsibility
- Create and maintain integrated project plans with dependencies across initiatives
- Coordinate workstreams across internal teams, external vendors, and business stakeholders
- Manage risks, issues, and dependencies proactively – escalate early, not late
- Run effective steering committees and working groups with clear agendas and outcomes
- Report progress to Head of PMO and Transformation Governance forums

Change Management & Adoption

- Recognise that technology deployment without behaviour change delivers zero value
- Partner with Change Manager to plan and execute adoption activities
- Track adoption metrics, not just delivery milestones – "live" means nothing if nobody uses it
- Identify and manage resistance – understand why people don't want to change



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- Support training planning and rollout coordination
- Ensure business readiness before go-live, not after

Vendor & Partner Management

- Manage external agencies – hold them accountable for quality and timelines
- Coordinate HighRadius and Medius vendor implementations for Finance Automation
- Ensure vendors understand TPG's business context, not just technical requirements
- Manage contracts, change requests, and commercial discussions
- Escalate vendor performance issues promptly

Stakeholder Management

- Build relationships with business stakeholders across Sales, Operations, Finance, and Commercial
- Translate between business needs and technical delivery teams
- Manage expectations – be honest about what's achievable and what's at risk
- Navigate competing priorities across business units and geographies (UK, Nordics)
- Ensure business Product Owners are engaged and making timely decisions

Benefits Tracking & Realisation

- Understand that TPG measures transformation success through "bankable benefits" – actual P&L impact
- Work with business sponsors and business owners to track benefit realisation
- Ensure projects deliver promised FTE savings, productivity gains, and cost reductions
- Flag early if benefits are at risk – don't wait until post-implementation

Your profile: Skills & Experience

We are looking for an individual with the following skills and qualifications:

Essential

- 5+ years project management experience, including business transformation or change programmes (not just technical delivery)
- Proven experience managing vendor relationships and holding external partners accountable
- Strong change management awareness – understands that adoption is harder than deployment
- Experience with CRM, finance systems, or enterprise software implementations
- Excellent stakeholder management across business and technical audiences
- Ability to manage multiple concurrent initiatives with interdependencies
- Strong communication skills – can run a steering committee and write a clear status report
- Commercial awareness – understands business cases, benefits tracking, and ROI
- Proficiency in project management tools (MS Project, Jira, Confluence, or similar)



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Desirable

- Travel or hospitality industry experience
- Experience with AI/ML product implementations
- Formal PM certification (PRINCE2, PMP, or Agile certifications)
- Experience with HighRadius, Medius, or similar finance automation platforms
- Experience with Salesforce, SugarCRM, or similar CRM platforms
- PowerBI or analytics platform implementation experience
- Multi-country programme experience (UK, Nordics)

What we offer

At Tour Partner Group, we believe in rewarding our team members. By joining us, you will enjoy:

- **A dynamic and international work environment**, collaborating with colleagues from over **20 nationalities**.
- **Familiarisation trips** to enhance your first-hand knowledge of our destinations.
- **A holiday increase** with years of service, up to **25 days**.
- **A contribution towards gym membership** to promote well-being.
- **An extra day off on your birthday**, because celebrating is important!
- **One volunteering day per year** to support a cause you're passionate about.
- **Annual social events** to celebrate our shared successes.
- **TPG Travel Club discounts** to explore our destinations in your free time.
- The opportunity to become a **Value Champion**, earning a **Discover-Our-Destination reward** for an exciting explorer getaway.
- **A structured development programme** with **on-the-job training**, ensuring you reach your full potential.
- **A collaborative and supportive team culture** where every member is valued.
- Opportunities for **career progression**, moving into new roles within the company.

Additional Information

- **High Season Period:** Please note that from **1st May – 31st August**, the workload may be heavier, and overtime may be required. Overtime is compensated as time off in lieu.
- **Work Location:** This position is based in **London, UK**, with the possibility of hybrid working depending on the role.



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Our Values

At Tour Partner Group, our values guide everything we do:

- **Partnership** – We collaborate as a team to succeed and hold our colleagues and business partners in high esteem.
- **Inspiration** – We inspire confidence in others through our knowledge and expertise. We seek and embrace change.
- **Respect** – We are open to new ideas, cultures, and experiences. We value honesty and transparency.
- **Passion** – We share our love for travel and encourage others to explore our destinations. We aspire to be the difference that makes the difference.

Our Commitment to Sustainability & ESG

- We recognise the part we play as a tourism business. We believe in the **positive force and impact** of responsible business on our collective future—one that is sustainable and contributes **not only to ourselves and our clients but also to the planet and society as a whole**.
- Internally, we have taken active steps to **reduce our environmental footprint** by limiting printing, switching to **digital business cards**, and ensuring that **business travel is only undertaken when essential**. Additionally, we encourage our employees to **give back to the community** through our **1 volunteering day per year** initiative.
- Find out more about our sustainability efforts: [Tour Partner Group ESG Policy](#)

Our Diversity, Equity and Inclusion Statement

- At Tour Partner Group, our values of **Partnership, Respect, Inspiration and Passion** guide everything we do. We believe that travel is about **connection, discovery and shared experiences** – and that **begins within our own teams**.
- We are committed to building a workplace where everyone feels **valued, respected and inspired** to contribute their best. We encourage applications from individuals of every **background, culture, identity, ability and life experience**.
- Our aim is to make opportunities accessible, ensure decisions are fair and provide the resources each colleague needs to grow and succeed.
- By living our values and embracing **diversity**, practising **equity** and nurturing **inclusion**, we strengthen not only our business but also the partnerships and communities we serve.



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How to Apply

If you're excited to be part of a team that delivers exceptional travel experiences, we'd love to hear from you!

- Please send your **CV and cover letter** to global.recruitment@tourpartnergroup.com with the subject line: **Application for Project Manager – AI Transformation – Your Name.**
- If you have any questions about the role, please contact **Bianca Chiru** at bianca.chiru@tourpartnergroup.com.

We look forward to welcoming you to the Tour Partner Group team!

www.tourpartnergroup.com

