

JOB DESCRIPTION

JOB TITLE: Head of Travel Retail

LOCATION: Nationwide

REPORTING TO: Retail Director

OUR VALUES AND BEHAVIOURS

Respect - This means respecting each other, great communication, valuing contributions, respecting differences and supporting one another.

Collaboration - This is all about teamwork and remembering that we are all working towards the same goal. It's also about how we work with our clients and their other suppliers. We are one team!

Integrity - This is about being honest, reliable and trustworthy and always delivering on promises.

Innovation - This is about striving to always improve, working smarter, coming up with new ideas and having the confidence to share them. At the same time it's about embracing change.

Excellence - This is all about striving to be the very best brand ambassador, exceeding expectations to build value and give us and our clients a real competitive advantage.

Trust - This is all about being consistent, organised and reliable. It's also about doing what you say you are going to do and not promising what you can't deliver.

OVERVIEW OF JOB DESCRIPTION

This role is strategically positioned to run the overall Travel Retail business from Account Management through to day-to-day Operational Management. It is a critical and dynamic role which explores the UK market and providing vibrant and entrepreneurial solutions to our clients and their customers, ensuring that we remain Market Leaders within our Industry group. It requires an in-depth knowledge of Travel Retail industry and commercial experience supporting luxury and prestigious brands. This job description is not an exhaustive list of responsibilities

Main Duties & Responsibilities:

PRINCIPLE RESPONSIBILITIES

Developing New Business

- Develop and embed ABM's approach to managing our progress against our organisational strategy and annual business. By coaching the Account Management Team and driving business success by collaborating with relevant leads in the UK and with our international partners
- Ensure 3rd party services providers are appropriately and proactively managed to their contractual commitments and SLAs inclusive of appropriate escalation and resolution of quality issues
- Develops and nurtures strong pipeline health, aligned to business strategy and budgets, with sufficient depth and resilience to support aggressive growth. Identifies and creates opportunities through proactive prospecting and development of market intelligence.

- Monitors changes in outsourced customer trends and /or competitor approach – making recommendations to refine value proposition and maintain competitive advantage
- Leads the coordination and compilation of OSS tenders and quotations, with support from the major tender team where necessary
- Designs and negotiates favorable commercial and contractual terms, inclusive of appropriate risk mitigation and credit term constraint.
- Work in partnership with the commercial team to develop new profitable business for ABM, inclusive of (but not limited to) ensuring all commercial agreements are ‘fit for purpose’ ensuring financial security of services

Budgetary Control and Financial Performance

- Accountable of the P&L for UK business, ensuring the department remains financially stable
- Deliver effective and efficient financial performance to meet and/or exceed agreed cost budgets
- Oversee financials monthly inclusive of (but not limited to) forecast recommendations, invoicing, billing schedules, WIP, debtors, supplier invoices and purchase orders, financial reviews and age debt etc.
- Achieves sustainable revenue growth through a highly efficient sales cycle turnover.

Operational Management

- Ensure the Operational Management team and Business Support teams are exceeding expected service level agreements, key performance indicators and performance objectives
- Review and analyse internal audits with regards to service and product knowledge on the shop floor to ensure KPIs and SLAs
- Work with team leaders to ensure resource management does not exceed headcount required for projects and/or assignments
- Ensure performance standards are clearly understood from leadership to shop floor team

Strategy Management

- Support recovery and contingency programmes following unprecedented circumstances and/or changes within operation
- Develop ‘out of the box’ solutions which drives effective solutions enabling the business to evolve within the industry
- Developing and maintaining effective ongoing working relationship with all key and potential clients
- Exceeding personal sales targets and objectives through focused sector targeting and development of influential networked relationships
- Influence strategic sales plan through detailed knowledge of outsourced staffing market
- Develop and implement a sector-oriented sales strategy in accordance with sales targets and market opportunities
- Oversee the service level agreements and key performance indicators for areas accountable. Leveraging commercial experience to incorporate best practice and ensuring commercial excellence is embedded across the organisation
- Analyse and evaluate commercial data, providing suitable solutions to overcome any operational challenges

- Creates detailed monthly sales plans to target sales activity, track productivity and optimize growth potential.
- Forecasts sales performance monthly, ensuring budget targets are achieved through strong pipeline management and continuous opportunity generation.

People Management

- Supporting team members within your structure in driving forward ABMs plan
- Develop team members and drive succession plans within your department, minimising any skill gaps
- Drive a culture of accountability, success and embed a positive working culture for team members
- Manage team members throughout their Employment with the business
- Encourage cross skills utilisation within departments
- Undergo any task reasonably requested

HEALTH & SAFETY RESPONSIBILITIES

- Follow Group and company policies and procedures at all times;
- Report any apparent deficiencies in systems of work or equipment provided that may result in failure of service delivery or risk to health and safety or the environment;
- Use all work equipment and personal PPE properly and in accordance with training received;
- Report any issues or training needs to your Line manager and /or via your divisional incident reporting system;

NOTE

This job description is intended to give the post holder an appreciation of the role envisaged for this position and the range of duties undertaken. Specific tasks and objectives will be agreed with the post holder throughout the period of employment. The job description may be varied from time to time by the Company to reflect changes in the post holder's role and/or the needs of the business.

Please note that ABM are an equal opportunities employer, we do not discriminate and welcome all responses.