

Job Description - Head of Cruise

This position is to join Abercrombie & Kent Australasia, an international company widely regarded as the leading luxury travel company in the world. Abercrombie & Kent was founded in 1962 and has grown into an international travel group operating in more than 100 countries. Abercrombie & Kent is all about "Inspiring Experiences."

Abercrombie & Kent's Cruise division, Akorn Destination Management, is a specialised division offering first class services in shore excursions, extended land programs and turnaround services to the cruise industry. Our teams are committed to service and dedicated to clients; provide local insight and practical knowledge that is enhanced by global expertise and presence.

Job Title: Head of Cruise
Department: Cruise
Location: Melbourne or Sydney
Reports To: Managing Director
Direct Reports: 5 (AUS Cruise Operations Manager, Shorex; NZ Cruise Operations Manager, Shorex; Commercial Manager; Land Programs & Events Manager; Operations Manager, Turnarounds.)
Status: Permanent Full Time

Main Objective: To grow and develop the Australia & New Zealand Cruise business, maximising operational efficiency and profitability whilst increasing the global profile of the regional cruise division.

Main Responsibilities

- Drive the strategic direction and management of the Australian and New Zealand Cruise Operations, including Turnaround, Shore Excursions and Land Programs to ensure quality of operations and commercial success.
- Oversee the management of key cruise accounts together with the Commercial and Operations teams.
- Drive our RFP submissions, placing the cruise division in a favourable position to develop and grow its cruise client base. Ensure that proposals are creative, innovative & competitive in line with market requirements and driving sustainable margins.
- Develop recognition of A&K/Akorn as the #1 cruise ground operator/tour operator in the region
- Develop and maintain relationships with relevant cruise stakeholders in Australia and New Zealand
- Create and manage the budgets & forecasts with your finance partner to deliver forward looking insights
- Drive insights by designing value add reporting for clients and suppliers.
- Lead the cruise team to develop policies & procedures that increase the effectiveness and efficiency of our cruise business.
- Work closely with internal teams and external partners to develop innovative products and services that drive sustainable margin.
- Work with Head of People & Culture to plan for recruitment requirements
- Prepare business cases for additional requests or changes to business requirements, specifically with consideration to margin protection and growth.
- Resolving issues & challenges which may occur, along with follow-up on customer service and quality control issues within 24 hours or sooner if required.
- Represent A&K/Akorn Cruise operations at Cruise and Tourism industry events.
- Provision of monthly reporting and insights to support global requests
- Provision of and interpretation of additional ad hoc reports as requested.

People Management Responsibilities

- Day to day management of direct reports, delegating tasks as required.
- Quality Control of Staff Training, Presentation, and Behaviour and ensure adherence to policies and procedures.
- Conduct 1:1 meetings including 6-month and annual performance reviews with direct reports.
- Setting and tracking of goals and objectives and incentive schemes.
- Take a leadership role in the learning and development of the Cruise Team in line with A&K Values.

Sustainability Responsibilities

- Drive the Cruise teams Travelife certification status.
- Ensure a good understanding of the company's sustainability policies and procedures among all AKORN cruise staff.
- Oversee the company action plan, gaining input and support from colleagues for its implementation.
- Improve sustainability of product offerings along the supply chain
- Commitment to and upholding of the Cruise Divisions Sustainability Policy & Procedures

Other Responsibilities

- Hands-on Pier work over the Cruise season including weekends to ensure smooth operations.
- Manage emergency after hours telephone as required.
- Support the AR & AP Team to ensure an efficient cash cycle.
- Improve operating efficiency through technology and utilising existing systems to their capacity
- Attend functions outside of work hours when required.
- Monitor and manage OH&S risks with an aim of zero incidence.
- Ad hoc tasks as required by senior management.

Selection Criteria

Knowledge & Experience:

- Minimum 5 years' experience within the Cruise Industry
- Relevant qualifications and/or experience
- Demonstrated track record in Operations, Budgeting & Staff Management
- Experience managing large and diverse teams of people across multiple locations.
- Knowledge of Abercrombie & Kent and Akorn is desirable.
- Excellent product knowledge of Australia and New Zealand ports.
- Strong and existing relationships with Cruise Industry partners
- Experience analysing and interpreting data and budgets.

Computer Skills Required

- Proficient in Microsoft Office (Word, Excel, PowerPoint & Outlook)
- Experience in using a reservations system (Travel Studio preferred)

Skills & Aptitude:

- High level leadership skills and the ability to guide and motivate a diverse team.
- Committed to the highest level of customer service.
- High degree of attention to detail.
- Excellent communications skills – both written & verbal
- Proactive with a willingness to take on challenges, be innovative, problem solve and drive efficiencies.
- Strong organisation and time management skills are essential.
- Good presentation and public speaking skills
- Excellent time management skills and the ability to manage and meet deadlines whilst under pressure in a rapidly changing environment.
- Team player is a must with an enthusiastic approach to the job.
- An understanding of and a commitment to A&K's Corporate environment and Values

Other Information:

- Travel will be required as part of this role, domestically and internationally.
- Ability to work flexible hours – Weekend, Public Holidays, and some late evenings during the cruise season is a requirement of this role.
- The role includes high volume workload at certain times of the year
- Must have own mode of transport

A&K's Corporate Environment and Values:

A&K provides a stimulating environment with competitive benefits and remuneration and the chance to excel through innovation, collaboration and exemplary customer service.

Our corporate values encompass;

Pioneering - We are committed to being innovators, pushing boundaries and being the creators of the most inspirational travel experiences to the most remote, exclusive and exotic destinations in the world serving both existing and emerging markets.

Courageous - Courage is about standing up for what we believe in as well as trying new things and being creative, whilst taking responsibility for our own actions. We uphold corporate values, our brand and our commitment to philanthropy without compromising the luxurious experience our guests demand.

Trustworthy - Guests and colleagues can depend on us to deliver to high standards of professionalism and quality. We can be relied upon to be honest, truthful, transparent and open with all of our guests, colleagues and suppliers ensuring guests' safety and security giving them comfort and peace of mind.

Integrity - Integrity is about taking pride in what we do, what we stand for and basing our actions, every day, everywhere in the world, in ensuring our values become a reality for our guests, internally and externally.

Stylish - Superb service delivered with panache enabling our guests to have "the perfect experience", "Insider Access" and memories of a lifetime.

Welcoming - Warm and hospitable, putting our guests at ease. Energy and passion to put our best foot forward and exceed guests' expectations.