

## 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.

### The Role

We are seeking a full-time **Head of Cruise** based in either Melbourne or Sydney, reporting to the Managing Director. The main objective of this position is 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.

### Key Responsibilities include, but are not limited to:

- 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 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.
- 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
- 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.

#### **Other Responsibilities**

- Hands-on Pier work over the Cruise season including weekends to ensure smooth operations.
- Manage emergency after hours telephone as required.
- 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.

#### **Required knowledge and experience:**

The successful applicants will have:

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

#### ***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

**Location:** Melbourne or Sydney with hybrid option available

**Status:** Permanent F/Time

**Contact Number:** (03) 9536 1800

**Contact Email:** [HR@abercrombiekent.com.au](mailto:HR@abercrombiekent.com.au)

**Application Procedure:** To apply for this position please view the Job Description on our website <https://www.abercrombiekent.com.au/careers/current-vacancies> and send a current resume & brief cover letter outlining your motivation and suitability for the role.