

Job Description – Compliance Executive

This position is to join the head office of Abercrombie & Kent Australia, 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 with over 55 offices in 30 countries and is all about “Inspiring Experiences.”

Job Title:	Compliance Executive
Department:	DMC (inbound) Aus/NZ
Location:	Melbourne
Reports To:	Product Manager
Direct Reports:	None
Status:	Permanent Full Time

Position Purpose and Objective: The Compliance Executive reports to the Product Manager Aus/NZ and is responsible for providing a systematic and disciplined approach to risk management, control and governance as well as upholding a formidable business relationship with partners of Abercrombie & Kent Australia DMC

Key Responsibilities and Duties

- Ensure all high-risk excursion suppliers across FIT, tour series, ad-hoc groups and cruise divisions of Abercrombie & Kent Australia and New Zealand, and other destinations as required, have passed a health & safety audit prior to any A&K client participating in a booking with the supplier
- Ensure all accommodation suppliers with 30+ room nights booked per year, across FIT, tour series, ad-hoc groups and cruise divisions of Abercrombie & Kent Australia and New Zealand, and other destinations as required, have passed a health & safety audit prior to any A&K client staying at the property
- Ensure current public liability insurance certificates are held on file for all suppliers across FIT, tour series, ad-hoc groups and cruise divisions of Abercrombie & Kent Australia and New Zealand, and other destinations as required
- Maintain Travel Studio with public liability insurance certificates, health & safety documentation and accommodation restrictions as required
- Maintain accurate internal tracking sheets and audit logs to ensure accuracy and full transparency of compliance status for all suppliers at all times
- Maintain accurate external audit partner portals to ensure accuracy and full transparency of compliance status for all suppliers at all times
- Identify and advise on areas of risk or immediate controls that are required for the business to ensure Abercrombie & Kent's legal obligations are met
- Support the management team in making informed decisions at DMC level regarding ongoing partnerships with suppliers who may not meet Tranquilico or Sanderson Phillips audit requirements
- Work with suppliers who receive an unsatisfactory grade following their audit to establish next steps and/or place on stop sell as required
- Ensure current, local government and company requirements regarding Covid-19 are understood and adhered to
- Ensure all suppliers have received the Abercrombie & Kent Group Covid-19 Good Practice Guidance
- Ensure A&K is in possession of all supplier COVIDSafe Plans as required
- Manage the relationship between Abercrombie & Kent Australia DMC and Tranquilico to ensure open communication and consistent service levels between both parties
- Manage the relationship between Abercrombie & Kent Australia DMC and Sanderson Phillips to ensure open communication and consistent service levels between both parties
- Work with Abercrombie & Kent Group DMC Support in the UK to ensure global compliance policies and procedures are upheld

- Ensure all emails and queries in the SafetyAU inbox are actioned in a timely manner
- Generate quarterly reports to ensure that all hotels with 30+ rooms nights in Australia & New Zealand are audit compliant
- Work with the DMC team to ensure continued adherence to compliance requirements
- Keep up-to-date with any legal changes, guidance documents or directives within the industry that will affect the company's compliance duties
- Ensure Crisis Management Manual remains current
- Work in conjunction with Guest Relations to manage customer issues in relation to accidents, injuries, illness, security etc.

Other Duties

- Recognise areas for improvement within the role and develop efficiencies that pursue automated processes
- Prepare and present reports that document process and reflect audit results
- Prepare additional reports where identified and when required by the management team
- Attend product and supplier training as required.
- Other ad hoc tasks as requested by Senior Management

Selection Criteria

Knowledge & Experience:

- Experience and understanding of health and safety regulations
- Proven experience in a risk assessment related role
- Possession of, or currently studying towards, a Certificate Level 3 in a tourism related field from an accredited training provider or equivalent travel / office / customer service experience
- Experience in inbound tourism highly desired
- Knowledge of tourism products across Australia and New Zealand
- Ability to analyse data and make informed decisions
- Highly effective, professional written and verbal communication skills

Computer Skills Required

- Strong computer literacy with good Microsoft Office skills (Word, Excel, Power Point)

Skills & Aptitude:

- Desire to develop awareness of the product and operating function of A&K Australia DMC
- Ability to understand the context in which A&K operates, and demonstrated willingness to contribute to the development of company goals
- Ability to contribute positively to a team environment
- Strong sense of initiative and capacity to work with minimal guidance and supervision
- Ability to recognise areas for improvement and develop efficiencies within the role
- Ability to accept, action and lead through periods of change
- Excellent attention to detail is critical
- Ability to establish appropriate course of action to accomplish a specific goal
- Critical thinking and strong problem-solving abilities
- Excellent time management and ability to prioritise competing demands

Other Information:

- Some out of hours work may be required (to attend events, supplier functions, meetings and training)

Understanding of and Commitment to A&K's Corporate Environment and Values:

A&K provides an inspiring 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.