

POSITION TITLE	General Manager – Southern Crossings New Zealand
Reports to	Directors Southern Crossings New Zealand
BASED AT:	Qb Building, 208 Ponsonby Road, Ponsonby, Auckland 1011

THE ROLE

The General Manager Southern Crossings New Zealand has full operational responsibility for the New Zealand business including day to day business management (encompassing revenue and profit management, IT and HR), managing and developing client relationships to build long-term and profitable partnerships; as well as managing and developing collaborative opportunities with Southern Crossings Australia.

KEY WORKING RELATIONSHIPS

Internal

- Southern Crossings Directors New Zealand and Australia
- Southern Crossings New Zealand team & Southern Crossings Operations team, Australia

External

- Global Travel Trade Clients and Direct Consumer Clients
- New Zealand Product Suppliers
- Overseas representatives
- Professional Services Providers including, but not limited to accounting, real estate, technology suppliers and recruitment.

PRINCIPAL FUNCTIONS

- Develop and execute commercial strategies that position Southern Crossings as New Zealand's preferred boutique, bespoke, inbound tour operator and which deliver profitable revenue streams.
- In consultation with the Southern Crossings New Zealand Directors and in co-operation with the Southern Crossings Australian Directors, drive the development of the Southern Crossings global vision and a strategic plan,
- In consultation with the Southern Crossings New Zealand Director, develop and lead the implementation of an annual operation plan in line with Southern Crossings' vision, longer term goals and business direction
- Identify and profitably leverage areas of opportunity for product and business development
- Achieve agreed financial performance targets and goals. In conjunction with the Southern Crossings Director, manage expenditure within budgeted limits, regularly review sales and financial reports and recommend strategies / take action to maximize profitability
- Lead and mentor the Travel Designers in the effective management of the Auckland office to achieve profitable sales growth and high service delivery standards
- Oversee and manage the smooth functioning of Southern Crossings New Zealand's IT and technology systems; and the implementation of new systems to achieve greater efficiencies and improved service delivery. Explore, establish and implement opportunities to streamline the functioning of our teams through better IT systems
- Manage and develop collaborative opportunities and initiatives with Southern Crossings Australia



- Operate with the optimum staffing and human resource requirements. Recruit, mentor, motivate and discipline staff as appropriate
- Assist the Southern Crossings New Zealand Directors to mitigate Southern Crossings exposure to legal and financial risk by ensuring business compliance with relevant employment, financial and corporate legislation and regulations
- Lead and guide the marketing and PR function of Southern Crossings New Zealand
- Act as a company spokesperson with media enquiries
- Lead the production of marketing and administrative materials in conjunction with Southern Crossings Australia
- Determine (and where applicable, arrange and escort) Travel Advisor familiarization visits
- Determine (and where applicable, arrange and conduct) trade training initiatives for overseas travel partners and the New Zealand team

DUTIES

- Lead and mentor direct reports to achieve their personal and team KPIs
- Lead the delivery of human resource functions including recruitment, training, development, team building, performance management and issues resolution.
- Effectively resolve any escalated trade and consumer issues / complaints
- Proactively provide input and identify strategic solutions to facilitate operational efficiencies, consistently high service delivery standards and improved sales performance
- Promote and develop the Southern Crossings brand at all opportunities including trade show representation, trade and promotional events, and overseas sales calls
- Maximize sources of business within existing client base and new opportunities
- Represent Southern Crossings at Trade and Promotional Events (includes domestic, overseas, web-based) as appropriate to manage existing client / supplier relationships and maximize new business opportunities