

Position Description. **Contracts Manager - Italy**

Job Title:	Contracts Manager Italy
Department:	Contracting
Location:	Italy – home based. Alternatively, London or Palma office

Job Purpose

The Company

WebBeds is the world's second largest accommodation supplier to the travel industry operating its B2B travel. WebBeds provides our global network of travel trade partners with the choice of 200,000 hotels in nearly 10,000 destinations. Customers can access this huge choice of inventory, ranging from international chain hotels to independent properties for both cities and resort destinations, via market-leading booking websites or an API deployed in hybrid Azure cloud environment and are currently engaged in a series of substantial ongoing development projects. Clients can also access transfer services in 950 destinations, and thousands of tour guide excursions and attraction tickets.

WebBeds is a subsidiary of Webjet Limited (ASX: WEB) - an ASX 200 listed company operating a leading digital travel business with over AUD\$1.9 billion in total turnover enabling customers to compare, combine and book the best domestic and international travel flight deals, travel insurance and car hire worldwide, alongside the above.

Job Purpose

To achieve revenue targets set by the company for allocated destinations and taking full responsibility of the product mix required.

Key Responsibilities

- Consult and agree with the Director of Contracting on the specific product requirements.
- Expand WebBeds portfolio finding new opportunities by analysing the market trends in the destination.
- Ensure hotels are re-contracted and on sale within specified deadlines.
- Organize regular visits to hotels to build and/or maintain relationships.
- Consult and agree with the Director of Contracting on an ongoing basis regarding additions to product.
- Negotiate and contract rates, special offers, allocations, added-value deals, overrides and other special deals ensuring WebBeds has the best rates available on the market. Leading the negotiation process for increasing booking volume in destination.
- Regularly monitor competitor pricing and availability in line with demand.
- Monitor sales performance analysing weekly product/sales reports to identify market trends and revenue/room nights growth opportunities or incidences.
- Advise on preferred partner hotels in the relevant destinations, negotiate exclusive deals
- Address and resolve any standard/service level issues with suppliers.
- Ensure hotels are inspected and details (photos, amenities etc) updated on a regular basis.
- Communicate destination information regarding peak dates, trade shows, visitor information etc internally.
- Assist and explain tools and procedures to suppliers by giving supplier extranet demonstration and support.
- Assist with group placements as necessary.
- Manage the supplier relationship throughout the period of the contract, including dealing with close out requests and book out issues and liaising with relevant departments accordingly.
- Co-operate with Health and Safety team to ensure reports are completed and up to date.
- Communicate both internally and externally in a professional manner in keeping with corporate guidelines

Key Measures

- Company and department performance targets, objective, and budget
- Achievement of individual objectives
- Delivery of tasks in a timely fashion to a high quality
- Performance appraisal

Required Experience and Knowledge

Essential	
Qualifications & Knowledge	<ul style="list-style-type: none">• Contracting experience with the tourism industry; established relationships in the Italian market.• Strong negotiation skills, pro-active, dynamic, passionate, a team player. Willingness to go the extra mile with ambition to achieve both personal and team results.• Able to develop and maintain strong and trusting relationship with hoteliers.• Stakeholder management skills and corporate presence
Experience, Skills and Behavioural Requirements	<ul style="list-style-type: none">• Highly accurate with an excellent attention to detail.• Commercial awareness, problem solving and creativity• Time management and business strategy• Well-developed written and verbal communication skills in both Italian and English• Professional fluency in English and Italian• Able to work well under pressure and to meet strict deadlines.• A solid working knowledge of Microsoft Word, Excel and Outlook is a must.