

Hotel Contracting Manager, Pacific

Job Title:	Hotel Contracting Manager, Pacific
Department:	Hotel Contracting
Location (primary):	Melbourne

Who are WebBeds?

WebBeds is the fastest growing and most significant accommodation supplier to the travel industry. We are a global company offering ground services (hotels, transfers, tours, activities) to travel professionals. Our products help our partners and customers to create amazing Travel experiences.

Our Products range from a Retail Online platform, Integration Connectivity hub and distribution APIs to name but a few and our systems are 100% cloud hosted processing up to 4.5bn search requests daily We deliver amazing outcomes using leading edge technology through innovative and creative thinking.

WebBeds is a subsidiary of Webjet Limited (ASX: WEB) – an ASX 200 listed company operating a global digital travel business.

What makes us stand out?

- We are a wholesale global travel organisation
- We have 1500+ people speaking 50+ languages in 120+ cities across 50+ countries
- We partner with over 400,000 properties in more than 14,000 destinations
- We work with more than 44,000 travel companies in 145 source markets
- We have an amazing Technology team focussed on delivering valuable outcomes using innovative tech and creative & lateral thinking.

What will you do on your journey with WebBeds?

WebBeds is the world's second largest accommodation supplier to the travel industry. We are a global company offering ground services (hotels, transfers, tours, activities) to travel professionals. Our products cover our full business needs, from distribution APIs, payment integrations, SAP integration, Data Lakes, User Interfaces, and others. Our search API reach peaks of more than 50.000 request per second, each one with tens or hundreds of hotels. And those numbers are growing every year.

"We design, deliver and support innovative solutions through engagement, collaboration and a fearsome passion for creating customer value" is our mission as an IT organization.

With this in mind, we strive to be at the leading edge of technology when it comes to build the platform that meets the needs of our customers. This translates to the use of latest .NET Core versions, K8S, microservices architecture, multiple clouds, CI/CD pipelines, automated testing or great monitoring and alerting systems, to name a few.

Our delivery teams have the creativity and freedom to express themselves by building innovative solutions to often complex problems and are challenged to reach higher levels daily. Our teams consist of product owners, QA engineers, Software Engineers, and people from across the business all working collectively and collaboratively. We have a very strong technical team from which you will be able to learn but are encouraged by new ideas and fresh thinking that you will bring with you.

How you will make an impact

Job Purpose

There are three core aspects to the role of a Hotel Contracting Manager – these are to build, grow and maintain a hotel portfolio, to secure best possible rates, conditions and inventory with suppliers, and to achieve targets in a number of hotels, Revenue (BP) and Override / Marketing Fees, all within a designated area of responsibility.

Key Responsibilities

- Negotiating and signing competitive or exclusive contracts which meet the company requirements in terms of rates, allocations, commissions and any other key contracting criteria.
- Identify 'must-have' hotels within a destination and contract where appropriate according to Regional Head agreement and targets assigned.
- Responsible for maximising contracts performance through negotiating tactical and special offers to achieve targets and drive destination performance.
- Identify promotional opportunities within the destination(s).
- Responsible for producing destination monthly report to reflect market trends and product needs to Head of Commercial.
- Track and monitor competitive pricing and availability in line with demand.
- Monitoring and analysing production volumes to ensure adequate inventory in line with destinations targets.
- Provide suggestions/advice to the Pricing and Revenue Management team to ensure maximum profit margin as and when necessary.
- Making sure all required contract administration is completed in accurate, timely manner and within the department guidelines prior to submitting the contract.
- Ensure that all hotel information content (photos/facilities) is accurate and up to date.
- Responsible for all elements of ongoing account management and developing excellent relationship with key supplier decision makers.
- Responsible for negotiating and minimising losses as and when required.
- Manage the supplier relationship throughout the period of the contract.
- Promoting product internally and provide recommendations on product as and when required.
- Regular business trips and trade fair attendance as and when required.
- Work with suppliers and internal teams to maximise benefit of all channels: BAR and FIT
- Work with suppliers and internal teams to benefit from all distribution channels: Wholesale and retail.
- Identify and tackle issues regarding low performers.
- Carry out other administrative tasks, as and when required.
- Act as a solution provider in designated destination(s).

The skills we would love to see in your suitcase!

- Previous experience working as a Hotel Procurement Manager / Contracts Manager (or equivalent) within the travel industry preferred.
- Knowledge and comprehensive experience of B2B, online travel/ecommerce / Hotels as well as understanding of hotel revenue management.
- Comprehensive understanding of hotel distribution landscape.
- Fluency in English – verbal & written.
- Strong negotiation skills.
- The ability to develop and promote long term, mutually beneficial relationships.
- Demonstrable skills in both business development and account management.

- Knowledge and comprehensive experience of operating within assigned territory.
- Proven analytical skills and strategic thinking.
- Ability to produce accurate reporting and management information.
- Ability to analyse data from numerous reporting sources and maintain high attention to detail.
- Highly organised.
- Personal effectiveness with strong communication and influencing skills.
- Adaptable to different working environment for example, willing to spend time out of office or having meetings over the phone.
- Proven track record of meeting targets and delivering success as a Hotel Procurement or Contracts Manager.
- Professional, credible, confident and enthusiastic.
- Proactive and results driven, delivering on commitments and meeting deadlines.
- Self-motivated, flexible and able to work on own initiative.
- Resilient and able to perform in fast paced highly pressured environment
- Available to travel to at least 20% of time.
- IT knowledge: functional level- MS office, with focus on Excel applications.
- Educated to degree level or equivalent professional qualification.
- Experience working in a multi-cultural organisation and working with people with a variety of cultures.

Why choose us as your next destination?

We are super proud of our dedicated team of friendly, energetic & passionate professionals. Our people are key to the success of our business & everybody at Webbeds has their own unique role to play as we continue to drive the company forward.

Over 50 different languages are spoken by our workforce, but whether working from offices in Dubai or London or out in the field in Johannesburg or Buenos Aires, we all share the common goal to take pride in what we do & to deliver our partners with unbeatable service & support.

- International highly skilled group of experts from all around the globe 🌐
- Dynamic environment with the chance to grow, influence & impact change ⚡
- Disruptive, fast-growing market leader within travel & endless possibilities 📁
- Culture built on collaboration 🤝 empowerment and innovation 💡

Click for more information about life at WebBeds : <https://vimeo.com/448790131>

Find out more about the WebBeds business at www.webbeds.com