

Job Title: Revenue Manager

Location: Head Office, Cheltenham

Working days: Monday to Friday

Hours: 8.30 am - 5 pm

Reports to: Revenue Manager

Salary: Dependent on experience

Journey, the hotel marketing agency

We help ambitious hotels and resorts, take control of their direct revenue through our hotel marketing platform to increase their bottom line. Journey is a global hotel marketing leader. We simplify life for hoteliers by providing an integrated suite of services and products that significantly improve digital marketing performance for hotels and resorts all over the world. We currently have an exciting opportunity for a Revenue Manager to join the Revenue Team.

1. Location Based at Headquarters in Cheltenham (GL51 9SY)

2. Mission of the Role

Implement revenue management strategies and processes in our client hotels, in order to optimise and maximise revenue KPIs. Journey grows the revenues of its clients by 10% to 25%

3. Scope of the Role

- Implement revenue management operations, procedures and best practices.
- Identify new revenue opportunities.
- Provide daily, weekly and monthly reporting.
- Optimize and expand distribution partnerships.
- Act as overall business development consultant for the hotel manager/owner.
- Challenge and influence hotel to improve service level and operational standards.
- Build and maintain strong working relationships with levels of staff at the client hotel.
- Provide support to the Product Team.
- Onboarding and supporting clients with Journey technologies.
- Embed a revenue management culture.

4. Core Job Responsibilities & Duties

- Oversee revenue management and distribution strategy of the hotel and manage day to day yield operations.
- Daily pick-up analysis, strategy adjustments and reporting.
- Perform competitive benchmark studies and follow market trends.
- Create and develop pricing strategies in conjunction with the individuality of each hotel.

- Provide weekly dynamic forecast of expected results, variances and budget comparisons.
- Analyze overall monthly hotel performance and provide summary report with recommendations to improve long term strategies.
- Ensure all related systems are configured correctly, validated and working to full capacity
- Oversee and audit the standards and operations of the reservations department.
- Ensure web site booking process is maintained up-to-date and functional.
- Work in liaison with hotel sales and reservations departments as a team.
- Responsible for best practice standards to include: competitor analysis; environmental scanning; market modeling; distribution yield management; business mix yield management; length of stay yield management; inventory availability by channel; pricing control and new pricing concepts
- Evaluate performance of distribution partners and contracted rates (OTA, FIT, tour operator, corporate, consortia, crew, groups, etc...).
- Reduce the cost of distribution by finding new less expensive means of delivering business
- Prepare outline for and support the annual revenue budget process.
- Inspire Hotel's HODs to further embed a revenue management culture.
- Advice and coach the client in other operational areas.
- Visit the hotels to get first-hand knowledge of all revenue management issues and other key areas.
- Any other reasonable requests made by management.

5. Personality

- Business Development DNA and commercial minded.
- Strong sense of need for achievement of goals and success.
- Sound ability and knowledge to develop standards of operations and strategic processes
- Good analytical and numerical skills for fast data crunching.
- Ability to work under own initiative in a highly pressured environment.
- Good listening skills and the ability to anticipate business needs.
- Able to develop relationships with 3rd parties and the hotel teams.
- Capacity to read situation, understand environments and respond accordingly
- Capable of prioritizing between revenue generating actions and time consuming tasks with low yield impact.
- Willingness to travel and ability to interact professionally with other cultures
- Good client service mindset and taking responsibility beyond direct duties.
- High level of motivation, determination and commitment.

6. Experience & Qualifications

- 2 - 4 years of hands-on Hotel Revenue Management experience.
- A strong command of both written and spoken English is required; additional languages an asset.
- Highly computer literate with a high level command of Excel.
- Knowledgeable of hotel technology: PMS, Channel Manager, GDS, CRS, Extranets

If this is you, we'd love to hear from you.

Location

Based at our HQ in Cheltenham, located in Elmstone Hardwicke, 5 minutes from the M5 motorway. Luxury open plan offices with fantastic interior including table football, Sonos, Macs, and modern staff kitchen.

Culture

We are an energetic and upbeat company with a commercial drive. We are fun but fast-paced. We thrive on challenges and innovation, and enjoy pushing each other to reach our goals. We have a passion for hospitality and travel, and our focus is on providing exceptional service to hoteliers everyday.

The Perks

- Yearly personal development plan
- 23 days holiday per year + all bank holidays + your birthday
- Christmas closure - happy days!
- Christmas and summer staff parties
- Childcare vouchers
- Pension plan
- Gym membership
- Breakfast with company update every Monday
- Friday beers and snacks in the office
- Regular team pub lunches

We work in an innovative and entrepreneurial environment where our staff are encouraged to express themselves. Our dress code is relaxed - no uniform required at all, but, great attitude is essential!