

Position Description

Position title: Cluster Revenue Manager	Date: 20 th September 2017
Business Unit: Brand	Employment status: Permanent, Full Time
Reports to: Director of Revenue and Distribution	Hours of work 40 hours per week worked 8.30am – 5.30pm, Mondays - Fridays
Direct reports: NIL	Location: Corporate Office, Level 21, 390 St Kilda Road, Melbourne, Victoria
Overview	
<p>Quest Apartment Hotels is the largest and fastest growing serviced apartment operator in Australasia with a network of over 150 franchised properties across Australia, New Zealand and Fiji. For over 28 years, Quest has provided convenient locations, reliable standards and flexible living conditions for the extended stay corporate traveller among Australia's top 500 companies. Quest is now one of the top 15 serviced apartment providers in the world and widely recognised as the market leader of serviced apartment accommodation in Australia.</p> <p>Quest's Corporate Office sales team forms part of the "Brand" Business Unit and is comprised of National Account Managers, Regional Sales Managers, Customer Contact Centre, Revenue and Distribution team and the Marketing team. The objective of the Brand Business Unit is to drive the growth of accommodation sales revenue from national and local accounts across Quest's franchise network.</p>	

Role objectives

To provide support and strategic analysis on the networks performance and provide recommendations that will ensure the overall success of the Quest group.

Key responsibilities

- Responsible for the implementation of revenue management methods and strategies for dedicated Quest owned properties in order to maximise the turnover and ensure revenue KPI's are met.
- Develop and implement long-term and short-term strategies in regards to but not limited to day types, ideal mix, rate setting, trigger setting and implementation of sales conditions for Quest OpCo owned properties.
- Optimise the performance of distribution partners for OpCo properties providing recommendations.
- Provide distribution systems support as required. Including GDS, Channel Manager, Web Engine and PMS.
- Regularly check the quality of data ensuring that standards are being met and provide coaching on the processes to follow in terms of booking quality and correct data input into the PMS.
- Prepare analysis reports that identify key opportunities for the network.
- Analyze the group results in terms of internal and external factors (RevPAR and market share), in order to react in time.
- Run weekly revenue management meetings with key stakeholders from each property as well as the Operations Manager and Director of Sales for Quest owned properties.
- In collaboration with the Director of Sales analyse and review every tender submission for each property.
- Review and monitor the implementation of the overall defined strategies.
- Work with the Director of Revenue and Distribution to develop revenue management training content and deliver this training to the network through a variety of training methods including Webinar, Network Training and Foundation Training programs.

Qualifications / experience / skills / personal attributes

Qualifications

- Tertiary qualifications in a business or hotel management discipline

Experience

- Demonstrated analytic experience in sales/hospitality organisation
- A background in a revenue management in a multi-unit role.
- A background in hotel industry is necessary
- An understanding of franchising as a business model would be an advantage
- An understanding of the operation of an accommodation / hotel business would be an advantage

Skills

- Strong interpersonal skills, including relationship management, consultation
- Strong influencing and negotiation skills
- Strong analytical, conceptual and problem solving skills
- A high level of attention to detail
- An ability to organize and understand large volumes of data
- Sound judgement, research and analytical skills
- Strong time management / project management / organisational / planning skills
- Working knowledge of Microsoft Office Suite, particularly MS Word / Excel / PowerPoint
- Strong understanding of distribution platforms including Siteminder/RMS as well as understanding a two way interfaced environment.

Personal attributes

- Commitment to developing strong working relationships with internal and external stakeholders
- Demonstrated sense of maturity, respect and flexibility in communication when dealing with all stakeholders
- High degree of self-motivation, discipline, drive and initiative
- Personal effectiveness / efficient time management
- Strive for results
- Diagnosis and analysis, success orientated, data finder and proactive.

Working relationships

Internal

- Director of Revenue and Distribution

- Chief Commercial Officer
- Director Group Operations
- Operations Manager
- Director of Sales
- Group Revenue Analyst
- National Account Management team
- Regional Sales Management team
- Group Marketing Manager
- Franchise Relationship Managers.

External

- At Quest franchises, Franchisees, Business Development Executives and Front Office Receptionists
- Quest NZ
- Online Travel Agents
- Travel Management companies

Role environment

- Corporate office (open plan) environment
- Occasional attendance at Quest franchises nationally
- Occasional travel locally
- Occasional travel interstate

Benefits

- Lap top computer
- Eligibility to participate in Quest Network Staff Rates Program (reduced rates for leisure accommodation with Quest franchises nationally with a minimum of 30% off Quest Best Rate)
- Eligibility for participation in employee of the month and employee of the year award programs (monthly award of \$75 gift voucher, annual award of \$3,500 travel voucher)
- Discounted rates for private health insurance with Australian Unity
- Participation in Quest funded staff social events
- Fresh fruit in the office
- Participation in Quest events eg, annual black tie gala dinner (companion invited), annual conference
- Corporate uniform (optional)
- Weekly casual dress day on Fridays.

