

Position Description: Revenue & Distribution Manager

Position Objectives:

As part of the 1834 Hotels Revenue & Distribution Team, this role focusses on revenue management for the group of hotels within our 1834 network. Providing specialist revenue support, analysis and recommendations for the managers at property level and the 1834 Executive Team.

Key Responsibilities:

- Track and review booking pace of all hotels in the group on a regular basis, ensure the data is entered on time, and query any major changes or suspected errors with the relevant property
- Reforecast each property on a monthly basis, using information from pickup & trend reports, and in context to both last year and budgeted expectations
- Manage all aspects of competitor intelligence and benchmarking using STR Global, and ensure the data is being entered on time at property level
- Provide training and support to key team members in the Revenue Management Systems and/or Rate Shopping Tools used at each property
- Regularly review competitive rate positioning, and provide recommendations and feedback to the property managers where necessary
- Provide training and support to key team members in the PMS, Channel Manager, online extranets and mapping tools
- Monitor group business held at each property, and work with hotel managers to ensure room reviews and releases are actioned in a timely manner
- Provide and recommend the overall revenue strategy for each month to the property managers and develop a guide to what each strategy means and what actions could be taken to achieve
- Identify shortfalls in existing revenue management tools, systems & reports and work to improve/develop existing or research and propose alternatives to improve productivity and efficiencies at group and property levels
- Attend and contribute to weekly departmental meetings, and monthly 1834 Hotels' meetings
- Produce future rate planning grids for the next 18 months
- Analyse and present financial data that will help the Sales & Marketing teams to make well-informed decisions about potential new business, upcoming campaigns and the markets in general.
- Be involved in the annual budgeting and rate contracting processes
- Provide additional high quality and insightful reporting and analysis when directed and where identified as necessary
- Travel to each of the properties on a regular basis and have dedicated meetings to review their revenue performance
- Create presentations, schedule and hold training sessions for any new Revenue or Distribution related tools, systems or projects

- For newly acquired properties, review existing yield and pricing strategies, systems and channels and then formulate an action plan to implement our group standard reporting tools and distribution.
- Keep up-to-date with the latest industry and hotel developments in revenue management, and provide any relevant recommendations to the 1834 R&D Team
- Actively complete training courses and attend relevant workshops and conferences from the ARMA and other industry providers, as directed by the DoRD

Organisational Relationship:

Reporting directly to the Director of Revenue & Distribution (DoRD)

Working closely with other members of the R&D team

Working closely with the Property Managers and Front Office Managers

Working closely with the 1834 Hotels Sales, Marketing & Operations Teams

Extent of Authority:

Authority and expectation to use your initiative in relation to all aspects of your role as outlined in this position description

Responsible for overseeing all revenue and distribution related matters on behalf of the properties in line with the position description

Performance Skills Standards:

- Previous experience in Hotel Revenue Management essential, multi-property preferred
- A solid understanding of revenue management principles
- Extensive data analytical experience in analysis and report generation
- Strong mathematical and technical ability with an exceptional attention to detail
- Advanced MS Excel skills
- Experience in or exposure to Qlikview BI Tools or Duetto RM software
- Extensive knowledge and experience in Property Management Systems, Channel Managers and OTA & GDS Extranets
- Strong communication skills with the ability to develop relationships with key partners, and key managers at property level
- Experience and confidence in training small to large groups
- Commitment to providing quality customer service and continuous improvement in all areas of responsibility
- Quality, accuracy of work and timeliness in completion of tasks

Acceptance:

I have carefully read this Position Description. I confirm that I have the skills and experience required and accept this position.

X _____

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Name:

Date of Commencement:

