# Deputy Manager of Supply & Rates

Lifts-To is looking for a highly motivated and talented Deputy Supplier Manager to join the company at an exciting time of expansion and growth.

The Supply & Rates department are responsible for managing and growing our network of Transfer Operators, in order to satisfy our growing sales demand, to facilitate our expansion into new territories and markets and to ensure we deliver continued exceptional service levels to our customer base.

**The role**

As Deputy Manager of the Supply & Rates department you will be working alongside the Head of Supply & Rates to ensure the smooth and efficient running of the department. You are responsible for overseeing all areas of the department including; supplier onboarding, due diligence & audits, negotiating contracts & pricing, ad hoc quotes, price comparisons and monitoring supplier service levels.

It is expected that you have a thorough understanding of the transfer or travel industry and proven experience in contracting and negotiating. You are a highly motivated team player with outstanding attention to detail, excellent communication skills (written & verbal), strong work ethic, drive and persistence. You will adapt to differing situations, work well in high pressure environments have a good level of stress tolerance with the ability to use your initiative and multitask. You have an intrinsically conscientious and collaborative attitude to work and teammates with a ‘can-do’ attitude and determination to complete the task at hand.

As a senior team member of the Supply & Rates department you are the point of contact in the Head of the department’s absence as the next most senior member of the department. This will include covering a 4 month maternity leave period where you will take over responsibility for the running of the department.

For this role, there is the option to be based in Morzine, France on a French employment contract, our central Manchester office on a UK employment contract, or to work remotely – in this case you would be required to travel to either our Morzine or Manchester office for meetings on a regular basis. You will also be required to travel for meetings and audits with Suppliers, or to represent the company at relevant trade events as part of the role.

**Who we are:**

Lifts-To is a leading transfer booking agent acting as an intermediary between transfer suppliers and customers. Launched as Ski-Lifts in 2005, our talented team and custom in-house system enabled steady growth in the ski industry and other sectors such as golf and cruise. Our business now provides transfer coverage in 24 countries and 300 resorts.

Now is an exciting time to join our business, as we have identified some as yet untapped opportunities in the lucrative transport industry, we are well positioned to embark on an ambitious plan to scale up booking volumes in even more markets over the next three years.

We are a UK and French-based company, with our operations office in the French ski resort of Morzine and our UK head office in the heart of Manchester.

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| **Job Title** | **Deputy Supplier Manager** |
| **Contract** | Full time, 40hour/week. Starting asap |
| **Responsible to** | Supplier Manager |
| **Location** | Choice of:* Morzine, France
* Manchester, UK
* Remotely from home
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| **Salary** | 30,000€ BRUT / £30,000 per year dependent on experience |
| **Probationary period** | 1 Month |
| **Other benefits** | Company share scheme. The opportunity exists to own equity in the business by actively contributing towards the company, exceeding its growth targets and ambitions6 weeks holiday |

**Key Responsibilities:**

* Working as part of a team to build our growing network of Transfer Suppliers in order to satisfy our sales demand and expansion plans
* Sourcing and onboarding suppliers, due diligence and ensuing all documentation and contracts are in place and stored
* Building relationships and negotiating with suppliers to obtain the best possible rates and service levels
* Supplier availability kept up to date and communicated to the Operations team and any supply shortage issues are resolved in a timely manner
* Liaising with the Customer Service team on supplier performance and issues, ensuring suppliers understand the service levels expectation and that this is being upheld
* Regular price comparisons to ensure our prices are competitive
* Liaising with other departments, including Marketing, Sales, Operations and Tech on delivery plans, strategy and new product developments
* Ensure suppliers understand our system and how to get the most out of it and taking their feedback on developments we could make to improve it for them
* Consider Marketing strategies to raise our profile and network with new suppliers and consider improvements to efficiency in onboarding new suppliers
* Weekly and monthly meetings to report on progress, challenges, priorities and discuss potential improvements to processes
* Assist in recruitment, training and management of new team members and assist in training of team members in other departments with particular focus on suppliers and procedures
* There will also be a requirement to travel overseas at times; to meet with suppliers and represent the company at trade events and travel markets

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| **Factors** | **Essential** | **Desirable** |
| **Company Values** | * **Empathy** - Listening skills; Relationship builder; Understanding of customer, supplier and colleagues within our organisation’s needs
* **Ambition** – Competitive; Tenacity; Goal focussed
* **Integrity** – Honest; Reliable; Positive; Strong work ethic; Conscientious
* **Expert** - Take control of personal development; Search out answers; Challenges the established thinking; Constantly looking to improve
* **Proactive** - Positive attitude; Problem solver; Anticipates issues; Planner
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| **Previous experience and knowledge** | * Minimum 3 years of contracting experience, preferably within the travel or transport industry
* Team training and mentoring and people management
* Working within a customer focused environment
* Email and phone correspondence
* Knowledge of the peak-season environment with an understanding of the challenges faced
* Project management, meeting deadlines and reporting
* Negotiating skills & experience
* Good knowledge of Excel
 | * Experience and knowledge of the transfer industry
* Knowledge and skills related to various areas of travel industry (Ski, Golf, Cruise, Corporate etc)

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| **Education/qualification** | * Fluent English to native level
* High level of spoken and written French and/or Spanish
 | * Other European languages
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| **Skills** | * Ability to work within, motivate and lead a team
* Diligence and ability to learn quickly
* Ability to delegate and manage tasks through to delivery at required standards
* Excellent attention to detail
* Ability to make quick, well informed decisions in line with company SLAs
* Very strong and flexible work ethic
* Computer literate
* Ability to work well under pressure
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***Please note this Job Description can be adjusted at any time and does not reflect all duties of the role.***