

Job Description:

Role: General Manager - Customer Services
Reporting: Regional Director & Direct Client Liaison
Location: Abu Dhabi, UAE
Start Date: August 2019
Package: As Offer Letter

Trivandi is a global leader in the delivery and operation of major events and venue operations. Our track record includes delivering over 55 contracts across 21 countries since our launch in 2013.

Our clients and events include: Olympic Games, Super Bowl, Commonwealth Games, FIFA World Cup, Expo2020 Dubai, the Special Olympics World Games and the Tour de France, as well as developing venues for the Eden Project, QPR FC, Twickenham (RFU), Urban Adventure, Brentford FC the London Olympic Park and London Stadium.

We are an ambitious company which draws on the combined skills of our people, all of whom have extensive track records in international event, venue and attraction development, management and delivery. Our recently opened office in Dubai is looking to expand the team delivering for a number of clients across the UAE and GCC countries.

We are looking for a General Manager to lead a high profile, prestigious client venue in Abu Dhabi. The successful candidate will oversee the contract deliverables working at the client premises. You will act as direct client liaison, reporting to Trivandi's Regional Director in Dubai.

What are we looking for?

We are searching for a highly motivated, driven and dynamic individual who is passionate about developing their teams to deliver world class customer service. You will be experienced in leading large teams in Front of House customer facing roles developing training, developing SOPs and monitoring and maintaining SLAs and KPIs. You will be keen to help Trivandi develop as a world class business and provide first-class service to our clients.

If you are this person, then please write to us and tell us why, with a copy of your CV. An application letter and CV should be submitted to recruitment@trivandi.com by 25th July 2019. Please note the evaluation for shortlisting will be made based on the letter and CV.

Candidates should be available for interview throughout July

The position is available for start in August 2019.

The Application Process

There will be a 3-part interview process:

1. Skype/Telephone interview with a member of our team
2. 45-minute interview with an Executive Director (including a presentation)
3. 30-minute face to face interview with a second Executive Director

The Application Letter

Please set out clearly and concisely in the application letter the following attributes and examples:

- Experience in managing large teams in customer facing roles and where possible please include references to any specific attraction and/or venue experience.
- Experience of developing, monitoring and reporting on Service Levels and Key performance Indicators in relation to contracted services.
- Examples of where you have taken the initiative and been resourceful in managing project issues and developing service levels.
- Examples of continued professional development courses undertaken particularly where they relate to customer service, which demonstrate a commitment to your own personal development and that of the teams working for you.
- Your understanding of the importance of innovation and technology in the delivery of customer facing services

Job Description - General Manager

Provide specific contract management to a high profile and prestigious client. Oversee the contracted services, developing, measuring and monitoring Service Level Agreements and Key Performance Indicators. The successful candidate will be responsible for managing 3 – 4 direct reports overseeing, staffing and recruitment, training and development, front of house operations and associated work streams.

In addition to strong customer service grounding, the chosen candidate will also be expected to help define and shape the contract delivery model, working with the client to ensure continuous incremental improvements.

A key focus for this role is the implementation and development of class leading customer service. you will work on a daily basis with the team and internal stakeholders to develop an award-winning ethos and management practices that drive towards best in class.

The successful candidate will be responsible for taking ownership of the day to day contract administration, delivery team coordination, client relationship management as well as reporting progress internally and to the client.

Personal Skills, Qualifications and Experience:

The key knowledge, experience and qualifications we are looking for include: Qualified to at least degree level.

- Minimum of 10 years post-graduation experience in venue management or customer service roles at a senior level.
- Experience of working on complex projects as client/contract manager.
- Experience implementing Organisational Excellence through 6 Sigma and/or Service Profit Chain
- Experience of working on venues and/or heritage/cultural attractions.
- Experienced in the development of processes/controls including training programs, risk & issues management, change control, SLAs, KPIs and reporting etc.
- Proficient in the use of IT and Microsoft programs, including Word, Excel, PowerPoint and iOS applications.

The key competencies and behaviors we are looking for include:

- Customer service excellence
- Ability to lead complex teams.
- Able to use initiative and take ownership and responsibility.
- Demonstrate leadership and supportive behaviors.
- A quick learner and strategic thinker.
- Excellent relationship builder with ability to interact with internal and external clients, stakeholder groups and audiences.
- First-rate communicator and presenter both written and verbal.
- A good understanding of the customer journey and associated touch points.
- Understanding of the event, cultural and heritage attraction sectors would be an advantage.
- Attention to detail and high level of accuracy.
- Able to prioritise in a dynamic environment, handling multiple tasks and deadlines.
- Highly proactive and self-starting.
- Strong numeric analysis capabilities.
- Sets high standards and is tenacious in getting the job done.
- Self-motivated and resourceful.
- Loyal and displays the highest levels of integrity and commitment.
- Strong communicator, empathetic across different audiences.
- Flexible and adaptable in a dynamic company.
- Assertive and confident.
- Supportive and reliable team leader prepared to demonstrate exemplary behaviours.
- Open, friendly and approachable.
- People focused and respectful of others.

If you are successful in this application, we will invest in you, support and train you to be successful which will open up a world of opportunities.

Good luck and best wishes,

Nick Davion



British Expertise International Awards:
International SME Business of the Year 2018 and 2019