United Arab Emirates Jobs Expertini®

Global Director - Air Freight Product Development

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Company: DP World

Location: united arab emirates

Category: other-general

Job Purpose:

This role shapes and executes our air freight product development strategy and implements innovative solutions. This role will work closely with cross-functional teams to drive growth, improve service offerings, and enhance customer satisfaction. Responsible for developing and managing an airfreight capability/organisation which, at its end-state, offers clients the network and expected customer experience of a leading global logistics company in the sector.

This includes supporting commercial (industry verticals, sales, tender management) in defining solutions meeting customer requirements/needs, implementing the products in the required areas, and developing air freight products and their standardisation based on global, regional and industry vertical-specific requirements.

This includes supporting our branch office/agency operations model and optimising organisational processes to ensure efficiency, scalability and quality.

Key Accountabilities:

Develop and execute a comprehensive product strategy for the air freight division, aligning with overall company goals and market trends.

Lead, influence and develop Air Freight hub and gateway structure globally.

Build and manage strong collaborative relationships with all stakeholders, connecting our business units with air capability know-how and alignment of trade-lane strategy and industry verticals.

Build and mentor a high-performing product development and solutions team, fostering a

culture of innovation and excellence.

Manage product development budgets effectively, optimising costs while maintaining quality and innovation.

Oversight of Air Product P&L accountability for the respective regions (geography in the lead—matrix organisation)

Discuss and explore with other group pillars the opportunities to develop unique solutions leveraging capabilities and assets.

Collaborate with key clients to understand their air freight requirements, provide tailored solutions, and address their evolving needs.

Lead and deliver on strategic alliances with carriers.

Participate in global customer meetings when specific technical capabilities are required.

Work closely with sales, operations, technology, and finance teams to ensure successful product launches and ongoing performance.

Collaborate with tender and solution teams to offer competitive offerings to actual/potential customers

Conduct market research and analysis to identify opportunities for new air freight products and services and potential areas for improvement.

Lead the creation and enhancement of innovative air freight solutions, considering customer needs and industry best practices.

Support M&A in the field of air freight forwarding to accelerate growth plans

Responsible for the management and leadership of an engaged team, promoting
collaboration and ensuring that each is developed and evaluated against goals and
objectives which are aligned, specific, measurable, attainable yet challenging, realistic
and time-bound.

Act as an ambassador for DP World at all times when working; promoting and demonstrating positive behaviours in harmony with DP World's Principles, values and culture; ensuring the highest level of safety is applied in all activities; understanding and following DP World's Code of Conduct and Ethics policies

Perform other related duties as assigned

Qualifications, Experience & Skills:

Bachelor's degree in business, Logistics, or a related field; MBA or relevant advanced degree

preferred.

Ten years of experience in air freight logistics, with a proven track record in product development and implementation.

Previous relations with Airlines, global accounts and industry vertical know-how.

Strong understanding of air freight industry dynamics, market trends, and regulatory requirements.

Excellent communication, negotiation, and client relationship-building abilities.

Proven ability to drive strategic initiatives and achieve measurable results.

Innovative mindset with the ability to think creatively and solve complex problems.

Proficiency in industry-specific software and tools.

Proven track record in general management, preferably in a multinational environment.

Significant experience in managing cross-functional teams and demonstrated success and accountability for results.

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