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## Program Manager Corporate Jobs In Dubai | Al Futtaim Group

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Company: Al Futtaim Group Location: dubai Category: other-general

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Oversee all business travel related activities and spend for the region as well as be the key day-to-day point of contact for the regionally based stakeholders such as the Head of Corporate Travel Services and Group Head of HR Operations to embed and evolve the business travel service delivery model, aligned to the HR Operations' strategic performance objectives.

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Act as a trusted advisor to business stakeholders on all matters related to business travel management, among other related tasks as required to support key senior contacts/stakeholders across the region. Network with the third-party Travel Management Company to identify best practices in their travel operations and provide recommendations to enhance and bring efficiencies.

Day-to-day point of contact providing guidance specific to travel operations for regionally based stakeholders, including for safety and security related matters. Attend quarterly business review meetings with third-party Travel Management Company stakeholders. Ensure strong focus on key performance indicators (KPIs) to continuously improve customer satisfaction ratings and champion customer issue escalation and resolution processes Review and analyze data regarding compliance and ensure cost saving opportunities are identified and presented. Coordinate and produce monthly reports of cost savings achieved and any missed savings opportunities.

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Excellent technical skills on travel related technology such as GDS and online booking tools and extensive knowledge of TMC operations for transient and M&E processes / systems Ability to manage contracts and ensure delivery to performance targets and experience in managing projects. Understanding of strategic trends in the major industries you support, with an ability to develop and implement appropriate operational strategies Ability to drive change, by building strong, trusting relationships with key customers at all levels and adept at managing cross-functional, cross-regional, and cross-location employees

Strong customer service focus and relationship management with the ability to communicate to, challenge and persuade employees at all levels. Able to work as part of a team and understand the impact of actions on the overall team as well as to be able to work independently.

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