

## **IONIAN CONTRACTOR – JOB DESCRIPTION**

**Job Title:** Ionian Contractor – Corfu, Paxos, Epirus, Lefkada, Meganissi, Kefalonia, Ithaca & Zakynthos

**Reports to:** Greece Contracts Manager

### **Job Purpose**

To grow, maintain and develop the product portfolio in the Ionian region to achieve revenue, margin and customer satisfaction targets.

### **Key Responsibilities**

#### **Ionian Product Contracting**

- Support the Greece contracts manager in decision making on the mix and type of product to contract and on key areas of expansion
- Working closely with the Greece contract manager to source new properties and de-contract/renegeotiate underperforming properties that do not meet Simpson Travel standards.
- Communicate required standards clearly to all local suppliers.
- Work with the Greece Contracts Manager and Product Executives to ensure contracts include accurate and comprehensive requirements for bringing properties up to Simpson standards, with signed copies securely retained.
- Work closely with Operations team to ensure all contractual requirements are completed before the first guest arrival of the season.
- Monitor construction work in areas that may impact our product and liaise with owners, agents and overseas operational teams and customer services to mitigate issues.
- Maintain written records of all key communications with owners, managers and agents.
- Work closely with the Greece Contracts Manager to understand financials, gross profit margins and how they help enforce the decision making with contract negotiations
- Regular travel throughout the Ionian region is a fundamental part of this role to maintain supplier relationships, monitor properties, and source new product; occasional travel to the UK office may also be required.

#### **Supplier and Contracts Management**

- Build and maintain strong, mutually beneficial relationships with owners, agents and suppliers.
- Communicate with Operational teams to maintain high property standards throughout the season and ensure defects are addressed promptly.
- Together with the Greece Contracts Manager, renegotiate contracts for existing properties, taking commercial implications into account and acting in the best interests of the company; assist the Product Executive team with the preparation and sending of contracts to owners.
- Encourage refurbishments and enhancements where required, liaising with Greece Contracts Manager and Product Director regarding potential funding.
- Learn pricing methods from the contract manager; how the company decides on pricing and what margins to make.

- Support owner pre-season and in-season training with Operations teams.
- Communicate product improvement recommendations and corrective actions based on customer feedback (CSQs & NPS).

### **Product Support**

- Provide support for operational teams regarding photography trips ensuring the correct props are in place and to ensure access to all properties.
- Collaborate with the Product and Overseas teams to organise thoughtful and well-planned Sales team educational visits to the Ionian, including a detailed itinerary of properties and locations to be explored, with suitable restaurants; ensure overseas team participation, make necessary arrangements with resort staff, provide full property access, and leave staff with a positive impression of the properties, local area, and Simpson operation.

### **Data Integrity**

- Ensure owners and agents comply with contractual service provision and report website-relevant changes to Operations, Marketing and Product teams.
- Ensure product changes are communicated to Customer Service, Overseas and Sales teams.

### **Finance**

- Manage assigned personal budget, ensuring expenditure is controlled and accounted for and delivers best value for the company.

### **Health & Safety**

- Liaise, when required, with the Operations Director and Operations Manager on health and safety matters.
- Report any known staff or customer incidents immediately.

### **Other Duties**

- Undertake any additional duties reasonably required to support a flexible and effective operation.
- Agree annual objectives with your line manager.

### **Skills & Requirements**

- Fluent Greek to liaise effectively with local owners, agents and suppliers.
- Negotiation and organisational skills, with attention to detail.
- Good commercial and financial awareness.
- Excellent communication in English, both written and verbal.
- Able to work independently and as part of a team, demonstrating flexibility.
- Comfortable with frequent travel throughout the Ionian region and occasional travel to the UK office.

To apply, please send your CV and covering letter to: [careers@simpsontravel.com](mailto:careers@simpsontravel.com)