## Job Description

### Destination Assurance & Contract Executive

**Role Description (purpose):**

The Shorex team are responsible for Cunard and P&O Cruise shore experiences. From exhilarating outdoor pursuits to classic city explorations – we offer a wide variety of products to help our guests get the most from every destination they visit.

As we resume operations and the popularity of shore experiences continues, CUK are introducing a new role to support a new approach to destination health and safety and contract management.

This role will provide integral support to the product team who are responsible for the product development and delivery of a wide range of shore experiences.

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<th>RUI:</th>
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<tbody>
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**Direct reports:** N/A

**Function:** Shared Services

**Team:** Shore Experiences

### Accountabilities

- Support the set up and ongoing management of the new destination assurance system across the business, co-ordinating reviews, supplier assessments and operator contracts.
- Assisting the product development and demand planning cycle, co-ordinating contract extension deadlines and managing information requests with suppliers.
- Tracking and reporting supplier insurance requirement and deficiencies.
- Coordinating destination HESS review meetings, including updating trackers and minute taking, managing follow up actions as required.
- Responsible for recording all health and safety incidents and managing follow ups.
- Act as the centre coordinating point of contact for destination supplier assessments within the team, working with wider business stakeholders and external suppliers, managing multiple deadlines and information requests.
- Supporting the product team in the procurement process and contracting of tour operators across the globe.
- Product reports for procurement and H&SS to track progress and prioritise actions and interventions.

### Health, Environment, Safety, Security (HESS) Responsibilities

- Lead by example by taking care of the health and safety of you and others
- Report all accidents, ‘near miss’ incidents and work related ill health conditions to your manager/supervisor/team leader
- Follow safety rules and procedures
- Use work equipment, personal protective equipment, substances, and safety devices correctly
- Take part in safety training & risk assessments and suggest ways of reducing risks
- Appoint shore side risk assessment Subject Matter Experts as required to review and approve risk assessments
- Actively promote safe working within your team and encourage safe behaviours
- Demonstrate safety leadership in accordance with our safety leadership behaviours
### General Responsibilities
Adheres to Corporate Policies and Procedures, including Code of Conduct, Audit Procedures and any control related responsibility for financial data entered, stored, or reported via business systems within employee's control (list not exhaustive). To undertake ad hoc duties as required.

### Scope:
#### Problem solving:
- Prioritising supplier assessments in line with product delivery dates
- Working with suppliers to successfully implement destination assurance across the Shorex programme
- Collaborative approach with the product team, procurement and partners to overcome challenges, highlight any required escalations and issues
- Ability to plan and implement strategic thinking into actions and decisions
- Constantly strives for improvements and better ways to enhance guest or people experience.

### Impact (what impact will the role holder have on the team/department/function/stakeholders):
The role is integral to providing a safe, compliant and successful product delivery in each of the destinations that we visit across the globe.

### Leadership (what level of management is required, ie multiple teams, or small teams):
This is an integral support role within the product development and delivery team.

### Demonstrable Behaviours (what needs to be demonstrated in ‘how’ to be successful in the role):

#### Self Mastery
Is direct, truthful and widely trusted. Reflects on how their approach & behaviour impacts others. Learns from experience, feedback & takes action to continuously improve. Faces difficult issues and provides support and feedback to others to do the same.

#### Improve & Innovate
Makes progress & remains calm when facing uncertain situations. Seeks to understand both internal and external customer needs to inform actions. Identifies & implements useful ideas that are new, better and enhance guest or people experience. Takes creative ideas then puts them into practice.

#### Engage & Empower
Invites input & shares ownership and visibility. Seeks to understand different perspectives and cultures. Treats everyone as an individual, safeguards colleagues and teams Wellbeing. Coaches others & creates an environment where people do their best work.

#### Accountability & Commerciality
Displays a can do attitude in good and bad times. Follows through on commitments. Takes personal responsibility for decisions, actions and failures. Seeks to understand the commercial impact when making decisions.

#### Inspire & Achieve
Seeks to makes sense of complex situations. Keeps an eye on the future and identifies the impact on team. Communicates with energy and engages the team. Shows a clear connection between company goals and individual’s aspirations & targets

### Knowledge, Experience and Qualifications required:

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<tr>
<th>Qualifications – essential:</th>
<th>Qualifications – desirable:</th>
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<tr>
<td>High level of proficiency in Microsoft Office</td>
<td>Project Management</td>
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**Knowledge/ Experience – essential:**
- Excellent verbal and written communication skills
- Attention to detail and high standards
- Ability to work and manage multiple tasks at once and multiple deadlines
- Collaborative and supportive mindset, working with multiple stakeholders and suppliers
- Solution orientated, always looking to solve problems efficiently.
- Flexibility and adaptability
- Self-motivated and able to work autonomously when required

**Knowledge/ Experience – desirable:**
- Previous experience in a health and safety, facilities or operational team.

<table>
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<th>Issue Date:</th>
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<th>Issued by (name):</th>
<th>Sam Cole</th>
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