



Job Title

Sales & Marketing Manager

The Company

At Dolphin Dynamics (www.dolphind.com), we have been delivering leading software solutions to tour operators, travel agencies and TMCs for more than 32 years, backed by first class customer support and service. The company has circa 35 team members who fulfil various development, customer delivery, sales and support roles. Our client base ranges from independent companies to multinationals corporations including Destination2, US Airtours, Osprey Holidays, Diversity Travel, Carrier, Profil Rejser (DK), Azure Collection and Oasis Travel.

We are ushering in 2026 with the launch of an entirely new user interface to our comprehensive, robust and highly regarded reservations and mid/back office platform, encompassing the latest technology and transformational AI based functionality.

The Role

We require a self-motivated leader to manage the Sales & Marketing team and to drive the company's sales, marketing and account management activity both through individual contribution and team execution. Taking the business to a new level.

This role will suit an energetic, ambitious and personable travel professional with experience managing people and selling travel or travel technology coupled with a strong network of industry contacts and a good understanding of how tour operators, travel agencies and TMCs operate. Ideally with direct experience working therein.

Responsibilities

Reporting directly to the Managing Director, this individual will head up the Sales & Marketing function within the company. Combining management with individual contribution spanning all stages of the sales lifecycle including marketing, prospecting, pitching, negotiating, closing and post sales accounting management. Some of the specific responsibilities include:

- managing a small team of sales/account managers and a part-time marketing communications consultant
- setting individual and team targets and delivering the same
- developing and executing on marketing plans within agreed budgets
- proactively prospecting via email, phone and networking events
- responding to incoming enquiries and RFPs
- progressing prospects through the sales funnel
 - qualifying
 - preparing and delivering presentations
 - coordinating software demos
 - working collaboratively with internal product experts to deliver demos and answer presales questions
 - developing commercial proposals
 - negotiating commercial terms and closing contracts
 - transitioning new customers to the Customer Delivery team



- liaising with existing customers to understand their current and future requirements
- serving as the first point of contact for key accounts that have "non support" related issues/requirements
- overseeing coordination of Customer User Groups in key markets (UK, Ireland and Nordics)
- representing the company at trade shows and industry events
- negotiating commercial terms with industry partners offering complementary products and services
- travelling across the UK and abroad as required
- helping shape company strategy as part of the management team

Required Skills & Qualifications

- At least 5 years' experience working in a travel agency, tour operator, GDS or travel technology company
- At least 5 years' selling to travel agencies, tour operators or TMCs
- Proven management and leadership skills
- Self-motivated and capable of working successfully under minimal supervision as well as part of a team
- Excellent written and verbal communication skills
- Outgoing dynamic personality
- Strong organisational skills

Desirable Skills and Experience

- University degree highly desirable
- Experience working with Dolphin products a bonus

Benefits

- Competitive remuneration based on experience with commission based upside
- Pension Scheme
- Private health insurance
- Employee assistance program
- Ride to work scheme
- Employee profit share programme
- Electric car lease scheme
- Active social committee
- Hybrid working with 3 days per week in the office

Start Date

Immediate

Contact

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