



PANORAMIC JOURNEYS

Job Description

JOB TITLE	Mandala Manager, Mongolia
COMPANY	Panoramic Journeys LLC
LOCATION	PJ Office, Ulaanbaatar, Mongolia
REPORTS TO	Hishge

THE ROLE

Panoramic Journeys are looking for a talented manager with experience working in luxury tourism or hospitality to oversee their innovative and exciting new Mandala Mongolia project. The role is similar to a General Manager of a exclusive, boutique hotel and yet the unusual nature of the accommodation requires this project manager to develop and oversee everything from sourcing materials and new eco-technologies; working with nomadic families; and developing the booking systems and managing, hiring and training people who have never worked in the service sector before. This role is not only diverse, exciting and challenging, it will change with the seasons! The role will involve working both in the office and on location in the countryside.

MANDALA MONGOLIA

Mandala Mongolia offers exclusive luxury accommodation and private experiences in the heart of the Mongolian countryside. This newly developed offering is already receiving great reviews from international travel journalists and Panoramic Journeys are looking for someone to lead its continued development, deliver the highest standards for guests and ensure that ambitious sustainable tourism standards are met.

“It’s an innovative philanthropic model .. to be sure” Maria Shollenbarger (How to Spend It)

Mandala Mongolia has been designed with a greater good in mind; from ambitions of reducing the urban migration of nomads; to the training people in sustainable practises; to supporting small local craftsmen, this project sets out to be so much more than a very comfortable place to sleep on the steppe.

Mandala... is a thing of quiet excellence, conceived to please both the most adventurous and demanding. That we are squarely in the wilderness is evidenced everywhere – by the lack of a phone signal, by the patent emptiness of the horizon, by the velvety absoluteness of the darkness once the sun retreats beyond the far hills. But at my disposal are a hot shower and a king-size bed swathed in soft cotton and down and draped in netting; a separate dining and living ger, with a pull-down screen and projector for films, as well as a turntable and a selection of vintage vinyl compilations of classical



PANORAMIC JOURNEYS

Job Description

piano and symphonies (a couple with gorgeous Stalin-era cover designs), and a telescope for stargazing.

There are French presses for the coffee, a hammock strung between two birches and four staff, among them a chef who deftly refined Mongolian standards such as beef dumplings in milk tea and stone-grilled mutton khorkhog for an urban palate. The ger's design hews broadly to tradition – orange spokes supporting the roof, their azure tips representing the sky; thick felt panels layered between waterproof covers to keep the chill wind at bay; wood chests and armoires painted with floral motifs and containing hot-water bottles and riding chaps, snacks and a hand carved cooler full of local lager and fresh juices.

In the evening back at the camp, sitting with a glass of burgundy and caviar spooned onto the chef's homemade crisps, I watched the sky fade from washed pink to purple to bruised blue-black, the tiny dots of the few gers below us fading into the darkness, while above, corresponding points of whiteness brightened into recognisable constellations. Here was the inconceivably vast space, the rootless, exotic life on which so many of my fantasies had hinged, all cast in a more complex – and urgent – context than I'd foreseen by the Mandala experience. It was both the Mongolia I had dreamt of for so long, and a Mongolia I'd never imagined.

THE COMPANY

Panoramic Journeys is a tour operator with offices in Ulaanbaatar and in the UK. Since 2003 the company has been arranging journeys and film shoots in Mongolia. The company's core belief is that journeys can make a positive and significant contribution to the lives of the people who are both on and a part of the journeys.

RESPONSIBILITIES

- Responsible for establishing and maintaining exceptional standards in the Mandala Mongolia offering.
- Responsible for Managing the Mandala Teams. Overseeing the recruitment, training, welfare, monitoring and retention of the Mandala team (serving staff, cleaners, and caretakers) with quality of service being a focus but not forgetting the Triple Win ethos.
- Responsible for overseeing Mandala's assets and expenditure. Working with the sales, finance, projects teams to keep the project viable and in keeping with it's ethos of benefiting nomads.
- Responsible for overseeing all systems, schedules and reports relating to Mandala.



PANORAMIC JOURNEYS

Job Description

KEY ACCOUNTABILITIES – Key Performance Indicators

- Establishing and maintaining high standards throughout the offering measured by customer satisfaction and seasonal audits
- Strategic recruitment, professional management and thorough training of Mandala Mongolia staff and partner nomads measured by feedback and retention
- Proactivity in attending to the smallest of details whilst keeping the bigger picture in sight measured by responsiveness to constructive input from colleagues and clients
- Efficiency of booking systems and scheduling of logistics measured by smooth operations

ROLE DETAILS

- The Mandala Manager will be required throughout the year to travel to the numerable rural locations and remain in the countryside for long periods of time often with little notice. The person in this role will need to be able to drive and to be happy in shared basic accommodation.
- The Mandala Manager will be Managed by the Project Director who will oversee work from the Ulaanbaatar Office. Senior and Sales staff will also have give input into what the Mandala offering needs to be.

KEY RESPONSIBILITIES

Duties to include but are not limited to;

HR

- Recruiting Mandala Mongolia staff including chefs, waiters, cleaners, plumbers, artisans, researchers and others according to Panoramic Journeys' standards
- Managing Mandala staff with the support of the Projects Director
- Determining training requirements of the Mandala team and overseeing training and skills development for Mandala staff based on the feedback received from PJ Clients and PJ team. Enlisting outside consultants to carry out training where appropriate ie. for topics such as hospitality, health and safety, food safety and good kitchen hygiene, sommelier skills, first aid in remote locations
- Carrying out appraisals with all staff on an annual basis, and 1 to 1s on a biannual basis
- Working with the Nomadic Family Manager to determine and develop best practice for partnerships with nomadic families. Listening to nomads feedback and understanding their needs as a host family for Mandala, pre-empting issues before they arise, seeking guidance from NGOS and other sources where appropriate, and planning for the future with nomadic families.



PANORAMIC JOURNEYS

Job Description

PRODUCT

- Overseeing the implementation and development of Mandala project including improvements to service levels, researching new locations, developing cooperation with nomadic families, and furnishing Mandala gers based on feedback from clients and colleagues.
- Researching global competitors and proactively suggesting product development and implementing improvements when agreed with Senior Management
- Being aware of new developments in solar technologies, eco technologies and clean energies, with an aim to be at the forefront of global developments of ecologically sound best practices. Liaising with companies to accrue samples and freebies where possible
- Sourcing Mongolian made products, kit and equipment, food, ensuring ecological standards are upheld, for example, sourcing lead free paint. Wherever possible supporting Mongolian artisans and craftspeople, local food suppliers and commissioning partners
- Developing a network of specialists - researching and hiring ad-hoc contributors for special Mandala events, for example, musicians, astrologers, massage therapists, storytellers, experts in history and archaeology,
- Researching and purchasing/commissioning Mandala equipment and when necessary travelling to make purchases abroad.
- Receiving routes and activities in chosen Mandala locations and ensuring this information is made available for clients and staff and for product sales
- Food & catering - working with chefs to develop seasonal menus using locally sourced ingredients which can be varied to meet the requirements of a wide variety of dietary requirements, for example paleo, gluten free, health conscious, vegan etc

OPERATIONS

- Responsible for leading several Mandala teams in different Aimags to deliver the very best service that this unique offering can possibly deliver.
- Troubleshooting problems and issues and finding solutions based upon feedback from clients, staff and nomadic families
- Oversee the set up, dismantling, relocation, storage and repairs of Mandala Mongolia assets
- Developing uniforms

CLIENT LIAISONS & MARKETING

- Being the face of Mandala Mongolia. Representing the offering when there are marketing opportunities; being the go to person for agents wanting to book, and on the ground representing the product to guests during their stay.
- Assisting the Panoramic Journeys team to better market Mandala Mongolia whether that is by providing stories and other social media content, setting up for photo shoots or proposing campaigns or promotable packages.
- Attending trade and event shows if deemed worthwhile
- With time - sales & promotion within the Asia region



PANORAMIC JOURNEYS

Job Description

SYSTEMS & REPORTING

- Overseeing bookings system for Mandala
- Developing SOPs for Mandala staff in cooperation with other PJ management
- Overseeing scheduling of staff, supplies, family migrations, set ups, maintenance etc
- Completing and maintaining a detailed inventory of all assets related to Mandala
- Researching and procuring insurance in relation to the assets
- Monthly reports prepared for your manager and the company owners to include feedback, assets condition, training requirements, operations expenditure and investment requests.
- Completing risk assessments

Please note that this role profile may be reviewed and amended to incorporate future needs of the department and the company.

REQUIREMENTS

YOU WILL HAVE;

- An understanding of the market that Mandala Mongolia is designed for, an affinity with the project & an ability to anticipate & meet the expectations of such guests
- Service orientated with very high standards and an instinct to pay attention to the finest of details
- Strong interpersonal and management skills
- An interest in having a long term commitment to the Mandala project

YOU WILL BE;

- Highly self-motivated and able to motivate others with equal enthusiasm
- Good leadership skills including an ability to work calmly under pressure
- Hands on and unafraid to get stuck in



PANORAMIC JOURNEYS

Job Description

Person Specification	
Experience in and passion for hospitality and tourism	Essential
Interest in Sustainability	Desirable
Experience of luxury accommodation	Desirable
Proven ability to communicate with nomads	Desirable
Proven ability to Manage team members and to delegate to them	Desirable
Proven eye for detail and tenacity to ensure that all work is carried out as specified	Essential
Ability to problem solve and communicate solutions and to make decisions.	Essential
Highly self-motivated and able to motivate others with equal enthusiasm	Essential
Strong interpersonal skills – calm under pressure, strong management skills	Essential
Innovative thinking and the ability to contribute to the improvement of the service we provide with a keen eye for business development	Desirable
Ability to multitask	Desirable
Professional, flexible and adaptable with a can do attitude	Desirable
High sense of responsibility and reliability	Desirable
Ability to work independently and within a team	Essential
Ability to remain calm, patient and diplomatic under pressure	Essential
Conversant in English both verbally and written	Desirable
Drivers license and confidence with driving rurally	Desirable
Accepting of the need to work flexible and long hours often with weekend work	Essential
An interest in a long term commitment to the company	Desirable
Excellent numeric, administrative and organizational skills	Desirable
Competent in word and excel	Desirable
Ability to understand and analyse financial reports and successfully plan and manage an agreed budget for day to day expenditure for Mandala	Desirable
If no proficiency in Mongolian language already exists, must be willing to learn the language	Essential