

Job Title:	<b>Leader Manager</b>	Team:	<b>Product</b>
Reports to:	<b>Product Director</b>	Reporting in:	<b>None</b>

**Explore**

Explore is on a mission to regain its position as the leading small group adventure tour operator in the world. With 40 years' experience in operating unforgettable tours in all seven continents, we're huge believers that travel should be a force for good in the world. Sustainability has always been at the heart of what we do, as has the ethos of continual improvement. A trusted brand - a Feefo Gold Service Award holder - Explore prides itself on doing the right thing – by its staff, its customers, and the planet. Every member of the Explore team actively contributes to the company's success. There is a flexible and open working culture in which the entire team works together, striving for excellence, in a dynamic business environment.

**Role – how will I be helping to create unforgettable adventures?**

Every role at Explore is equally important. Sitting at the core of our overseas tour operation the Leader Manager (LM) position is responsible for representing our tour leaders across the world. The LM will directly manage our small number of UK based leaders and liaise with local suppliers when dealing with the majority of our leaders who are based overseas. The LM will promote the importance of the leaders throughout the business. They will also ensure that all trips operate with an approved leader and that all TL records are kept up to date.

Our leaders are located in over 100 different countries and so this job is pivotal in enhancing relationships between HQ and our overseas team. The LM will be tasked with implementing plans including delivering improved training / immersion programmes, and deliver to a communications strategy which will ensure that leaders are kept up to speed with all things Explore. There is to be an increased focus on the performance of leaders as we strive to deliver a high level of customer satisfaction whilst building a culture of continuous improvement. As part of this culture you will be tasked to ensure that the leaders have the best tools at their disposal to operate trips for Explore working with the relevant teams to ensure that we are optimising use of technology across the world.

The LM has a huge influence on overseas staff which in turn has a positive effect on the end goal of a consistent delivery of tours across the world which exceed customer expectation.

**A typical working day**

It will be varied.

Responsibility of leaders will see you working with local partners and advising on recruitment and training, and where necessary offering assistance in the delivery of training, which could be on-line or in-country. To maintain a high performance team on-going assessment and communications to leaders will be a daily occurrence.

The LM must be prepared to travel overseas and be comfortable in delivering constructive feedback and engaging presentations.

. You could be dealing with a leader issue, working with the customer relations and / or product teams or working to improve the accuracy of customer facing tour information following on from feedback from a leader.

There will be times when you will be checking that our various databases are up to date.

There may be occasions when it is necessary to investigate any leader issues, and to provide Customer Relations with detailed information to enable them to reply efficiently to customer letters and ensure pro-active steps are taken to avoid future complaints.

The LM will join the duty team, which offers 24 hour phone cover (approx. cover once every 2 months) and will become a part of the Explore crisis team.

### **Am I the right person for this role?**

We are looking for someone who has extensive travel experience, has worked as a Tour Leader and knows the small group adventure market. A passion for sustainable travel, and a knowledge of what this means, is non-negotiable.

Usual requirements such as being someone who is both an independent thinker and a team player, and a person who can demonstrate a record of working to tight deadlines and working under pressure are essential traits for this role.

You must be a confident presenter, with excellent communication skills, and be comfortable in putting together presentations.

This role requires someone who is comfortable managing from a distance, and who is happy to become a figurehead for Explore Leaders. At times this will mean challenging current procedures and thoughts, so you should be someone who is able to influence people at all levels of the company, a diplomat and excellent negotiator.

You should be confident in handling problems and coming up with solutions.

Whilst we work hard the company ethos is that we work in a place that is both positive and fun, and so it is essential that the successful candidate is able to fit into this environment.

The role will be a hybrid home/office working combined with overseas travel.

### **Benefits**

Work life balance is important to us at Explore and so we are open to discussion on working hours. The role is full time 37.5 hours per week.

You will start with 25 days holiday a year – this rises to 30 days after 5 years with the company. There is the option to 'buy' additional holiday leave.

Pension scheme and life assurance.

A generous holiday discount scheme on holidays across the Hotelplan range. Everything from adventure tours to ski holidays.

A healthcare cashback scheme that allows you to claim back money on a number of healthcare costs – including dental treatments and optician costs.

A bar and games room at HQ.

Rail season ticket loans available.

We subscribe to the 'Cycle to Work' scheme.

Employment Assistance Programme – a 24/7 helpline offering practical and emotional support for a whole range of issues.

## **The small print**

*This Position Description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements, and you will also be expected to undertake such tasks as are reasonable and relevant to the scope of the post. Job descriptions will be regularly reviewed to ensure they are an accurate representation of your role.*

**Date of Description:** 17 April 2023