

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

### One Team One Vision

Every member of the Explore team agrees to actively contribute to the company's success. Explore has a flexible and open working culture and expects all staff to be flexible in their own approach. This means being willing to help out with any task, role or project at any time, as required.

It is equally important that all team members have a positive, pro-active and customer-focussed attitude, and are happy to work in an ever-changing business environment

### Role Summary and Job Purpose:

The Operations Manager has responsibility for day-to-day tour operations and product delivery (with emphasis on quality and safety) of tours in a particular geographical area. The Operations Manager is the first point of call for on-tour incidents and so this job will suit someone after a challenge of working in an ever changing environment.

The company vision is "Enriching Lives Through Adventure Travel". The Operations Manager ensures through involvement in recruitment, the delivery of training and the on-going management of Leaders that Explore Leaders continually exceed customer expectations when leading trips.

### Key Responsibilities:

- **Tour Management:**
    - Working with the Product Manager to ensure the accuracy of customer facing tour information.
    - Responsible for ensuring quality and safety on all services provided on Explore tours.
    - Investigate any quality issues, 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.
    - Work closely with Product Managers to ensure tours operate smoothly and meet the expectations of customers.
  - **Tour Leader Management:**
    - Effective liaison with tour leaders and local agents to ensure high performance levels in line with company strategy.
  - **Tour Leader recruitment and training –**
    - Participate in selection days and training of Tour Leaders (in house and overseas), including attending first aid courses.
    - Aim to obtain highest Industry levels of tour leader recruitment and training.
  - **Incidents:**
    - Deal efficiently with day-to-day operational problems, one-off incidents and crisis situations.
    - Participate in duty rota (cover one week in every five).
  - **Budgets:**
    - Working with the Senior OM to ensure that we have accurate Tour-leader budgets
  - **Customer Services –**
    - On-going assistance to the Sales Team helping with queries from customers to aid in the sale of tours.
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- **Travel Fairs:**
  - Attend and participate in World Travel Market, Adventure Travel presentations and other Trade Fairs as requested.
  - Meet with new and existing ground agents to ensure quality and safety on all Explore tours.
  - To participate in/run ad hoc projects/tasks as required
- **Overseas travel:**
  - Travel overseas to include Tour Leader training, dealing with incidents, recces, quality control and industry familiarisation trips / product knowledge (possibly at short notice).

## **Person Profile**

- Our ideal candidate will be someone who is both an independent thinker and a team player.
- They should be able to demonstrate a record of working to tight deadlines and under pressure.
- It is essential that they will be able to build rapport and communicate effectively at all levels and show an ability to construct logical, credible and winning arguments that will persuade decision makers (internal and external).
- 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.
- Your passion should be travel, we will be looking for a candidate who exudes enthusiasm for travel.

**Skills and Experience:**

	<i>Essential</i>	<i>Desirable</i>
Proven people management skills	✓	
Previous tour leader experience	✓	
Excellent negotiation skills	✓	
Previous experience in the delivery of training / presentations	✓	
Demonstrable organisational, communication & interpersonal skills	✓	
Proven ability to work to deadlines.	✓	
Team player	✓	
Experience of working as an Operations Manager in a tour operator environment		✓
Able to demonstrate experience of dealing efficiently with customers and problems on tours.	✓	
Extensive travel experience		✓
Demonstrable results inside an operations environment		✓
Knowledge of the small group adventure travel market	✓	
	<i>Essential</i>	<i>Desirable</i>
<b>Education:</b>		
Higher education		✓

Explore reserves the right to vary your tasks, duties and responsibilities at any time and from time to time according to the needs of the Company's business. However, you will not be assigned to duties or required to perform services which you cannot reasonably perform or which are outside the range of your normal skills and experience. There will also be times when you may be asked to transfer, either temporarily or permanently, to an alternative job within the Company. Where this is agreed with you, either on a temporary or a permanent basis, it will be confirmed to you in writing.

**Date of Description:** 18 October 2018