



JOB DESCRIPTION & ANNUAL ACCOUNTABILITIES

POSITION PURPOSE

To ensure the overall successful operation of each trip as detailed by PEAK management with particular reference to the health, safety and enjoyment of the group members.

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QUALIFICATIONS AND EXPERIENCE

- Level 2 Senior First Aid Certificate (must be completed prior to commencement)
- Demonstrated experience working and developing rapport with, a broad range of individuals and groups
- Passion for travel in the Trips style and travel experience in the areas of Company operations
- Basic computer skills including email, word and excel
- Excellent English language skills

OTHER SKILLS AND ATTRIBUTES

- An understanding of and commitment to Intrepid's Responsible Travel philosophy
- High standards of customer service
- Sound leadership skills
- Ability to work independently and problem solve
- Excellent organisational skills
- Experience in budgeting and handling large sums of money
- Competency in local language (for non-local leaders) Excellent spoken and written English skills
- An ability to communicate with people from varied cultures and backgrounds
- To be physically fit and healthy to withstand the combination of long hours, and often mentally and physical challenging conditions
- Sense of humour

OTHER REQUIREMENTS

- Current passport
- Consent for a criminal records check and medical examination

ACCOUNTABILITIES

Annual Operational Accountabilities	Benchmark Measure
To consistently deliver a high level of Customer Service and Passenger Satisfaction.	Passenger feedback.
To run all trips to Budget in accordance with Company accounting procedures.	Monthly report from accounts dept.
To run trips in adherence to Company Itineraries Guidelines and policies and company values	Passenger feedback and reporting from RT Co-ordinator, OM, Sales Staff, etc. Complaint letters from travelers and agents. No of incidents resulting from trips led.
To carry out administrative requirements in a thorough and timely manner.	OM reports and reviews – feedback from associated departments eg; accounts.

Annual Project Accountabilities OR Performance Pay Goals	Measures & Targets
To consistently deliver a high level of Customer Service and Passenger Satisfaction.	Day to day leading in an organized and professional manner. To continually update and increase local knowledge of region/s by actively researching information in books, magazines, internet and interaction with local communities. To provide regular briefings to passengers. Actively assist travellers when problems occur. Take into account needs of individuals as well as the group.
To run all trips to Budget in accordance with Company accounting procedures.	Provide accurate emailed accounts within 48 hours of a trip finishing. Keep up to date with most recent costings. Keep additional costs (e.g. office) to a minimum & within guidelines where possible.
To run trips in adherence to trip Itineraries Guidelines, Policies and Company Values.	To be aware of current Company Policy and Guidelines relevant to leading and to act within these at all times. To develop and maintain good working relationships and communication with local operators, fellow leaders and Company management. To uphold and promote Responsible Travel practices and adherence to Company Values by acting as a role model to other leaders and travellers by demonstrating respect for local people, customs and environments. Initiating and/or participating in RT projects. To ensure the safety and well being of travellers by leading trips in accordance with Company's Safety policy. Be mindful of the safety of travellers at all times and to take preventative measures to ensure your own safety as well as that of your group members. To facilitate interaction with local communities by initiating activities that bring travellers into contact with local communities, e.g. market visits To develop language skills in order to act as an interpreter / "go-between". To ensure group members also adhere to Company Policy and Guidelines wherever relevant and to act upon behaviour that contravene these.
To carry out administrative requirements in a thorough and timely manner.	Administrative requirements include; loading passenger insurance and next of kin details onto the web, bookings, trip reports, etc., To communicate with Company Office staff, management and fellow leaders in a regular and timely manner.