

## **Job Title: Operations Manager**

We are seeking an Operations Manager to join our busy Operations Department at Wild Frontiers. With ambitious plans over the next five years, now is the perfect time to join our team to help steer growth and help develop new and exciting adventure travel opportunities to some of the world's most fascinating destinations. This role is ideal for those who have experience within an Operations department and are looking to be part of a team running the logistics of Wild Frontiers Group Tours. The Operations Manager role will report to the Head of Operations, and work on a wide variety of elements, to include the following main duties:

### **Main Job Role**

- Manage and be responsible for the operations of a portfolio of Escorted Group Tours (EGTs).
- Create booking confirmations for our clients.
- Negotiate with our DMC partners on rates at competitive prices for EGT itineraries.
- Assist with operational & crisis issues while tours are on the road.
- Liaise with our DMC partners to confirm allocations and book services for EGT itineraries.
- Obtain and assist clients and staff with visa-supporting documentation/visa processes.
- Create and manage client literature including Country Specific documents, PDIs, and Visa Guides.
- Ensuring standards of safety and quality are adhered to in all aspects of tour operation.
- Prepare our Tour Leaders for travel, including booking services, briefing and debriefing, and creating tour-specific paperwork for them.
- Consolidate and report feedback to our DMC partners post tour.
- Manage and improve EGT itineraries when required to improve client feedback/popularity of the tour.
- Work with the Sales department on client bookings when required.
- Work with the Product team on hotel descriptions and the product database.
- Partake in the rotation of the 24-hour emergency mobile phone (typically 8-10 weeks a year), once trained.
- Assist the Head of Sustainability with managing the carbon footprint on our group tours.
- Assist the Head of Sustainability with finding suitable social and environmental projects.

### **Other**

- Represent the company at trade shows and attend networking events.
- Participate in training events and overseas FAM trips.
- Contribute and assist in other areas of the company as required.

### **Knowledge and Skills Required**

- Experience of working within an Operations Department for a Tour Operator is essential.
- Experience in dealing with operational emergencies is preferred.
- Excellent attention to detail and organisation skills
- Ability to multi-task and work to deadlines.
- Self-starter and able to work as part of a team.
- Excellent verbal and written communication skills with an ability to always deal with clients in a professional manner whether by email, phone, or face-to-face.
- Good working knowledge of Windows OS and Microsoft Office packages. Competency with database systems.
- A passion for travel to Wild Frontiers destinations is essential.

## About Wild Frontiers

**Our purpose: To challenge perceptions and inspire connections**

At Wild Frontiers, we believe sustainable and immersive travel can be a powerful force for good; breaking down barriers, dispelling myths and bringing people from different cultures and communities together. Through expertise and first-hand knowledge of our destinations, we aim to create thoughtful and carefully crafted itineraries, which will leave a long-lasting positive impact on both our clients and the people and places we are privileged to visit.



### Company benefits:

Working for Wild Frontiers offers you the opportunity to be a part of a dedicated team that embraces the exciting opportunities that sustainable and immersive travel brings. Since our inception, we have brought together like-minded people who are passionate about our style of travel - venturing off trodden routes, supporting the communities we visit and helping to protect their precious environments, while offering our clients extraordinary experiences. While we work hard to maintain our own high standards, we have a lot of fun (with a few tall travel tales) along the way.

- 25 days holiday per year (additional days with long service).
- Flexible and hybrid working (Central London office) with the expectation of 2-4 days/month in the office.
- On-going training and career development.
- Service sabbaticals.
- Paid volunteering days.
- Monthly social get-togethers and summer and Christmas parties.
- Cycle to work scheme.
- A friendly and supportive environment.
- Company pension (3% employer / 5% employee contribution).
- Staff travel / familiarisation trips to Wild Frontiers destinations.
- Self-Investment Fund and Self-Investment Day.

### Diversity, Equality, Inclusion:

As an equal opportunity employer, Wild Frontiers encourages applications from people of all backgrounds, genders and ages, to bring together a team of passionate individuals who can work to help challenge perceptions and inspire connections - both within our workforce and the destinations we visit.

**For more information please contact us, or to apply please send your CV along with a cover letter to [sarah.coombes@wildfrontiers.co.uk](mailto:sarah.coombes@wildfrontiers.co.uk)**