

Effective: January 2018

<b>NAME:</b>		<b>REPORTING TO:</b>	<b>Responsible Business Manager</b>
<b>POSITION TITLE:</b>	<b>Responsible Business Program Specialist</b>	<b>DIRECT REPORTS:</b>	<b>None</b>
<b>DEPARTMENT:</b>	<b>Responsible Business</b>	<b>LOCATION:</b>	<b>Melbourne</b>

## POSITION PURPOSE:

The Responsible Business Program Specialist will play a role in contributing to the evolution and implementation of Intrepid Group's Responsible Business strategy.

This is a specialist role to assist in engaging the Intrepid Group business and Intrepid Group staff to foster best practices throughout the company's global operations. It includes working across the company; various brands and departments to assist in integrating sustainable practices and creating shared value. The role is expected to support:

- the respective positions of the brands within the Intrepid Group
- sales teams (including Business Development Managers) through the promotion of the Intrepid Group's unique selling points
- our local offices with any responsible travel or responsible business- related issues
- the Intrepid Group values and contribute to the company culture and engagement

## QUALIFICATIONS AND EXPERIENCE

- Knowledge of/ work experience in International Development and/ or with Community-based organizations
- Tourism industry experience preferred
- Project management
- Degree in Tourism Management or International Development preferred

## OTHER SKILLS AND ATTRIBUTES

- An understanding of and belief in the Intrepid Group Core Values, Sustainable Development and Responsible Travel philosophy
- An appreciation of the link between Responsible Business practices, business performance and the Intrepid Group brands
- Excellent verbal and written communication skills
- Excellent research and analytical skills with timely delivery
- Ability to liaise and co-ordinate multiple stakeholder groups
- Ability to turn work around with speed and efficiency and ability to meet tight deadlines
- An understanding of culture and business etiquette in the regions in which the Intrepid Group operates
- Strong ability to influence others to adopt sustainable practices within their roles
- A proactive and enthusiastic attitude
- Willingness to travel for various projects / training
- Proficient in Microsoft Office (Excel, Word and PowerPoint)

Operational Accountabilities and Tasks	Measure
<b>Responsible Travel Operations</b> <ul style="list-style-type: none"> <li>• Support the Intrepid Group Destination Management Companies (DMCs) and other operators in the implementation of Responsible Travel initiatives as part of our trip itineraries and on-ground operations</li> <li>• Support DMC staff to deliver Responsible Travel modules during leader training</li> <li>• Provide guidance and support to regional Product and Operations teams in implementing Responsible Travel policies (eg. animal welfare, child protection, gender equality and inclusiveness)</li> </ul>	<ul style="list-style-type: none"> <li>• Responsible Travel (RT) trip scores and traveller feedback reports from the regions supported by this position</li> <li>• Attendance at one leader training (minimum) per year</li> <li>• # of industry RT related awards received</li> <li>• Delivery of an updated staff induction module by specified date</li> </ul>

Operational Accountabilities and Tasks	Measure
<ul style="list-style-type: none"> <li>Support / deliver staff induction training</li> </ul>	
<b>Responsible Business Projects</b> <ul style="list-style-type: none"> <li>Develop new Responsible Business projects, partnerships and initiatives</li> <li>Become an advocate for Responsible Business projects, partnerships and initiatives by communicating outcomes both internally and externally</li> <li>Support the Head Office and Regional Marketing teams in delivering Responsible Business campaigns</li> <li>Ensuring public Responsible Business policies and information are current and engaging for our travellers and public</li> <li>Responding to RB queries from customers and staff</li> <li>Assist in organising any RB related events such as staff volunteer days or special guest speakers etc.</li> </ul>	<ul style="list-style-type: none"> <li>Number of new initiatives and partnerships delivered</li> <li>Internal and external engagement of company activities as rated by staff through the annual engagement survey</li> <li># of RB-related campaign activities, blogs and PR</li> <li>Increase in traffic to the Responsible Business sections of brand websites</li> <li>Number of RB related events organised or supported</li> </ul>
<b>Sustainability Reporting</b>  Assist in collating annual sustainability reports: <ul style="list-style-type: none"> <li>United Nations Global Compact annual report</li> <li>Assist in BCorp assessment where required</li> <li>Intrepid Group Annual Report (Integrated Report)</li> </ul>	<ul style="list-style-type: none"> <li>Delivery of United Nations Global Compact Report prior to the April 1<sup>st</sup> deadline</li> <li>Completion of assigned B Corp tasks</li> </ul>
<b>Projects &amp; General support</b> <ul style="list-style-type: none"> <li>Assist with corporate events and social activities carried out by the Social Committee that relate to the Responsible Business department</li> <li>General support of the Responsible Business Team, as required.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure events and activities align with the business' commitment to social and environmental sustainability</li> <li>Completion of specific RB projects</li> </ul>