

## JOB DESCRIPTION

Effective From: JANUARY 2019

<b>NAME:</b>		<b>REPORTING TO:</b>	<b>Operations Manager</b>
<b>POSITION TITLE:</b>	Deputy Operations Manager	<b>DIRECT REPORTS:</b>	<b>Leaders and Cooks</b>
<b>DEPARTMENT:</b>	<b>Operations</b>	<b>LOCATION:</b>	<b>Johannesburg- South Africa</b>

## POSITION PURPOSE

Provide support to the Operations Manager with key responsibility for managing day-to-day tour issues, crew deployment, equipment management and operational activities to ensure the running of successful and profitable trips for all PEAK and non-PEAK brands.

## QUALIFICATIONS, TECHNICAL SKILLS AND EXPERIENCE

### Essential

- *Logistics and Equipment Management on a commercial level*
- *Extensive travel experience in Southern Africa and a passion for group adventure travel*
- *Passion to manage, train & develop tour staff*
- *Excellent communication skills (telephonic verbal & written) in local language & English*
- *High level of computer literacy (particularly Microsoft Office) and ability to work with a reservations system.*
- *Reliable and responsible, with outstanding organisational and customer service skills*
- *Safety orientated*

### Desirable

- *Management, coaching / training experience*
- *1+ years of experience working in the travel industry*
- *An understanding of and belief in PEAK's core values and sustainable travel philosophy*
- *In-depth knowledge of product, itineraries, destinations, and the adventure travel industry in Southern Africa.*
- *Background in operations and/or tour leading/guiding*

## SOFT SKILLS AND OTHER PERSONAL ATTRIBUTES

- *Initiative to develop more efficient operational methods for PEAK South Africa*
- *A commitment to internal and external customer satisfaction*
- *The ability to work in a team environment & manage travelling teams*
- *A willingness to work regular office hours with flexibility to be on call outside of office hours as needed.*
- *Outstanding organizational skills, attention to detail, and ability to delegate.*
- *Understanding of cross-department dependencies & ability to work productively with all areas of the business*
- *Ability to influence and negotiate*
- *Flexible and adaptable to handle a multitude of tasks that may be on the go at one time*
- *A capacity to take responsibility and make decisions independently*
- *The ability to oversee the resolution of emergency situations that may occur*
- *A sense of humour and a smile!*

## VALUE ALIGNMENT AND PURPOSE

- *Passion for travel and belief in Intrepid Group's responsible travel philosophy*
- *Understanding of and support for Intrepid Group's Purpose Beyond Profit ethos*
- *Clear alignment with Intrepid Group's values (Growth, Innovation, Fun, Responsibility, Passion, Integrity)*
- *A digital mindset*

## ACCOUNTABILITIES

Areas of Accountability	Key Tasks	Benchmark Measure
<i>Passenger Enjoyment</i>	<p>Monitor feedback on an ongoing basis</p> <p>Investigate and respond to feedback/complaints</p> <p>Identify/resolve quality issues, working closely with the Reservations &amp; Purchasing team when relevant to address supplier issues</p>	Average passenger enjoyment rankings from passenger feedback on trips, operated by PEAK South Africa.
<i>Tour crew performance, communication &amp; engagement</i>	<p>Implementation of PEAK leader policies and guidelines</p> <p>Maintain effective communication with crew through phone calls, emails and meetings</p> <p>Review/report on crew performance, conduct/coordinate crew performance reviews and develop performance plans for crew below target</p> <p>Oversee response and action issues arising from Trip Reports</p> <p>Oversee development &amp; maintenance of high quality crew</p>	<p>Crew Survey and Trip Reports</p> <p>PEAK Crew feedback on performance in this area.</p>
<i>Operational Support</i>	<p>Provide support for Operations Manager with crew and assist to respond to all operational queries from PEAK Crew within appropriate timeframe (4 hours for first response) informing senior management of serious breaches of policy or safety.</p> <p>Support Operations Manager with preparation of crew monthly work schedule crew deployment.</p> <p>Assist Operations Manager with reviews/performance management and ongoing learning/development of leaders</p>	<p>PEAK Crew survey</p> <p>Feedback from OM</p>
<i>Safety &amp; incident management</i>	<p>Ensure crew understand and implement company safety policies and procedures</p> <p>Work with suppliers to secure compliance with safety standards of vehicles and equipment</p> <p>In the case of crisis or incident, ensure prompt and efficient action is taken in line with Incident Management Plan and in coordination with other key staff</p>	Completion of required safety audits and risk assessments; ensure no serious breaches of safety policies
<i>Operational budgets</i>	<p>Work with Operations Manager to ensure best practice for accounts.</p> <p>Identify and communicate opportunities to reduce costs.</p> <p>Maintain up to date budgets for trips</p>	Trips run to budget
<i>Responsible Travel</i>	Work with Reservations & Purchasing to ensure that all trips and suppliers comply with RT policies	Implementation of RT strategies and policies across all trips
<i>Branding</i>	Ensure crew implement trip styles and branding requirements for PEAK brands and other DMC clients	All trips run to clients' branding expectations
<i>Communication</i>	Assist in the effective flow of communication between the Operations Department and PEAK Crew as well as between departments as necessary.	<p>PEAK crew survey</p> <p>Feedback from peers</p>

Areas of Accountability	Key Tasks	Benchmark Measure
<i>Operations Staff &amp; Maintenance Assistants Management</i>	Monitor & develop SOP's along with the Fleet and Equipment Team Leader, Operations Assistant & MA's to improve the efficiency of the operations department	Control Sheets Loss & damage reduction Feedback from OM
<i>Purpose Beyond Profit</i>	Understand Intrepid Group's Purpose Beyond Profit philosophy	Contribute to the achievement of the social, environmental and Intrepid Foundation goals as set by Intrepid Group each year