



JOB DESCRIPTION & ANNUAL ACCOUNTABILITIES

NAME:		REPORTING TO:	General Manager of PEAK China
POSITION TITLE:	Operations Manager	DIRECT REPORTS:	China Group Leaders, China Operations team
DEPARTMENT:	Operations Department	LOCATION:	Beijing based with travel as required

POSITION PURPOSE:

With the Intrepid Group's network of Destination Management Company's it is recognized that, as an industry leader we operate our trips to a consistently high level of best practice standards.

The Operations Manager has overall responsibility for the successful and profitable running of all PEAK China's group trips and other specified travel products, to the standards stipulated in the DMCs key performance indicators.

They provide the main point of contact between Group Leaders and the PEAK office in China along with Operations and Product teams with in the Intrepid Group and other brands.

They are responsible for the performance of the Operations team of PEAK China and the well-being of the Operations staff, the Operations Manager contributes regularly to the overall direction of PEAK China via being part of the company's Management Group.

QUALIFICATIONS AND EXPERIENCE

Extensive travel experience in the North Asia region and a passion for travel
Middle to senior level operational management experience, ideally over multiple locations or being Chinese Nationality
Travel industry work experience or experienced PEAK Group Leader
Deep understanding of the qualities that make a great Group Leader
Ability to communicate in English and ideally in Mandarin

OTHER SKILLS AND ATTRIBUTES

A strong knowledge of Intrepid Group style of travel, operating systems and trips
A thorough understanding of the region's culture and business etiquette
The ability to manage and develop a large group of employees
An understanding of the qualities that make an excellent Group Leader
The capacity to successfully oversee the successful resolution of emergency situations that may occur on trips
Capacity to manage all operations to budget and outstanding organisational skills
Understanding of cross-department dependencies & ability to work productively with all areas of the business
Excellent communication (verbal & written), coaching and delegation skills
Initiative to develop and implement continuous improvement of methods for PEAK Russia and China's operations
A workable knowledge of Microsoft Word and Excel software
A willingness to work regular office hours with some flexibility
A commitment to internal and external customer satisfaction
An understanding of and belief in the Intrepid Groups Responsible Travel philosophy
The ability to work in a team environment
Friendly, flexible, adaptable
Responsible and reliable
A sense of humour and a smile!

OTHER REQUIREMENTS

Practical requirements of the job that might be outside normal boundaries

To attend office meetings

To travel to PEAK China destinations and other destinations as required

Be on call via mobile phone out of office hours.

ACCOUNTABILITIES & BENCHMARK MEASURES

KEY ACCOUNTABILITIES

Actively engage in the general operations of China operations by providing operations control and management to all relevant activities of the country

- Accountable for the provisions of operations business activities in complete and timely accord with schedules, budget and quality standards.
- Able to wear both strategic and tactical hats; must be hands on and willing to get hands in all aspects when required.
- In all areas of responsibilities, the incumbent is responsible in maintaining the highest level of integrity in the business dealings with associates, people and organizations wherever we operate to its highest ethical standards and values.

Annual Operational Accountabilities	Benchmark Measure
Passenger satisfaction	Average pax enjoyment ratings from passenger feedback data
PEAK branding & safety	All trips run to PEAK branding and safety standards with: Average pax feedback rating – interaction; Average pax feedback rating – responsible travel
Regional Operations Budgets	The running of regional operations to set budget from accounts analysis data, i.e. 1. % of trips that run to budgeted costings
Management of Operations Team	The effective management of Operations team in China. Measured by: <ul style="list-style-type: none">▪ Staff performance ratings at competent▪ Retention rate of leaders at an average of 2.5 years▪ Ops staff rating of manager's performance at an average score of 4 out of 5.
Operational Goals	Achievement of specific targets for each goal Monthly reporting completed on time
Quality Control	Ensuring trip quality is maintained, efficiencies and improvements implemented with: <ul style="list-style-type: none">▪ overall trip feedback ratings at or above company average▪ Agreed improvements implemented on time▪ Successful staff dispute resolution
Relationship Management	Maintain and enhance relationships with Intrepid Group and meeting group KPIs
Policy Implementation	No serious breaches of policy New policies and processes introduced on time and all staff using the policies.

KEY ACTIVITIES TO DELIVER ACCOUNTABILITIES

Key Activities	Measures & Targets
Maintain effective communication between Group Leaders and management through regular newsletters and emails and trips to the regions managed	Regular country email newsletters Regular trips to regional centres
Involvement of recruitment and training of Group Leaders	As required
Ensure Group Leaders understand and follow company policies and procedures, including Responsible Travel guidelines	Avoid instances of breach of company policies.

Manage Group Leaders schedule	Maintain efficient and cost effective leader schedule Group Leaders informed of changes to schedule regularly
On-going appraisal and counselling of Group Leaders and Operational staff	Fair and concise reviews done on time as required. Follow up on issues that arise in regards to performance.
Improve the quality of existing trips and our operations procedures	As measured via passenger feedback.
Develop PEAK's range of itineraries in accordance with brands requests.	Provide new itineraries as requested.
Ensure high quality information is provided to brands for drafting into brochure and trip note copy.	Provide copy as requested by brands product teams. Value of pre-trip information is measured via passenger feedback. Up-to-date information is accessible for all staff and passengers.
Ensure trips are running to budget and profitable	No. of trips that are run to budget, and average profit margin.
Ensure Ops team's process and respond to Group Leader trip reports	Acknowledge receipt, and deal with issues as required.
Coordinate responses to complaint letters from passengers and remedy issues	Respond to complaints in a prompt and professional manner; regain passenger confidence in PEAK where possible.
To manage on-ground emergencies as they arise	As smoothly as possible and with PEAK crisis management policy