

Job Title:	Travel Logistics Assistant
Standard Office Hours:	0900 – 1730 includes a 1-hour lunch (unpaid)
Other Hours:	Occasional evening, overnight and weekend work for the delivery of key work related tasks
Location:	Adventure House, 20 St Johns Road, Penn, High Wycombe, HP10 8HW
Department:	Product & Planning
Duration:	Permanent
Reporting Relationships:	Reporting to the Product & Planning Manager
The role requires contact with:	All Outlook customers. All Outlook staff – including freelance staff, in-country partners and third-party providers.
Remuneration:	£21,000 per annum
Holidays:	4 weeks (20 working days) and bank holidays
Additional benefits:	10 days Christmas closedown Learning and development opportunities

The position of Travel Logistics Assistant requires a highly organised and motivated person with an enthusiasm for the adventure travel industry. Ideally, you will be a competent and customer-focused individual with outstanding administrative and interpersonal skills, with a keen eye for detail. You will be working at our office in Penn and will be part of a busy team focused on making sure that our expedition teams have safe, high quality, life changing experiences. You will be interacting with our customers, as well as other teams based regionally and at Outlook’s head office – to do this well you will need excellent communication skills, both written and verbal, and have extensive working knowledge of Microsoft Office.

Main Purpose

To work closely with Outlook’s schools and internal stakeholders, to plan and document high quality expedition itineraries which meet client needs, within budget and adhering to strict safety management standards.

To provide destination and itinerary-specific advice to schools and to help manage expectations.

Key Responsibilities and Accountabilities

1. Support the Programme Managers in communicating with schools and managing the pre-departure programme effectively.
2. Work with schools and their teams to develop itineraries which meet their requirements, in line with business aims and the product purchased.
3. Forecast and justify the in-country budgets for expeditions. Produce a financial plan to support the expedition itineraries, within budget and to specified deadlines.
4. Produce documentation, against templates, to support the itinerary, each itinerary activity and the financial plan, within specified deadlines.
5. Fully brief the Teacher(s) and Leader prior to their departure, to ensure that the team have the best start to a safe, high quality expedition (this may require you to be based near a UK airport for short periods of time).
6. Support the School Support Co-ordinators in communicating with parents and participants regarding their itinerary and destination information.
7. Give advice and assistance to colleagues planning expeditions to destinations for which you hold significant knowledge.

Others

8. Use the software provided to manage and record processes, tasks and availability, in line with business needs. Record key contact with clients using the CRM software.
9. Work occasional day, night and weekend shifts in the Operations Room when expeditions are overseas, as required.
10. Fully brief colleagues who may be required to carry out tasks on your behalf.
11. Pro-actively identify areas for development and suggest solutions to issues, to help meet business aims.
12. Carry out all work in accordance with Outlook Expeditions Company Handbook, our policies and procedures, paying particular attention to Equal Opportunities, Health and Safety at Work and Client Care.
13. Undertake other tasks as reasonably required in order to meet the varying demands of Outlook Expeditions (this may involve some weekend and evening work).

Person Specification

E = Essential, D = Desirable for applicants to meet relevant standard

Person Specification			
Criteria	Standard	Essential / Desirable	Method of Measurement
Education	Degree (or equivalent through relevant training and experience)	D	Application / interview
Work experience / knowledge	Experience of working with Microsoft Excel, Word and PowerPoint	E	Application / interview
	Strong administrative skills	E	Application / interview
	Communication and interpersonal skills	E	Application / interview
	Works well within a team	E	Application / interview
	Expedition planning, participation or leadership	D	Application / interview
	Experience of travel in the developing world	D	Application / interview
	Experience facilitating personal development of young people	D	Application / interview
	Experience of working with schools or in a school environment	D	Application / interview
<ul style="list-style-type: none">• Excellent communication and interpersonal skills• A confident manner and the ability to build relationships• Good commercial awareness• Self-motivated and proactive with excellent organisation and attention to detail			