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| Job Title: | Expedition Itinerary Planner |
| 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: | 8 Chestnut Court, Parc Menai, Bangor, Gwynedd |
| Department: | Customer |
| Duration: | Permanent |
| Reporting Relationships: | Reporting to Head of Destination Management |
| The role requires contact with: | All Outlook customers. All Outlook staff – including freelance staff, in-country partners and third-party providers. |
| Remuneration: | £19,500 per annum |
| Holidays: | 4 weeks (20 working days) and bank holidays |
| Additional benefits: | 10 days Christmas closedown Learning and development opportunities |

The position of Expedition Itinerary Planner requires a highly organised and motivated person with an enthusiasm for the adventure travel industry and the development of young people through experiential learning. 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 Bangor 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 their 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 Link 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 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 | | | |
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| 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 | | | |