



**ONE**  
TRAVELLER

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<b>Job Title:</b>	<b>Tour Manager Lead</b>	<b>Job Category:</b>	N/A
<b>Department:</b>	Operations	<b>Travel Required:</b>	N/A
<b>Location:</b>	Swaffham, Norfolk	<b>Position Type:</b>	Full Time
<b>Salary:</b>	TBC	<b>Starting date:</b>	
<b>HR Contact:</b>		<b>Reporting to:</b>	Head of Operations and Tour Managers

### Overview

One Traveller, an award winning, family owned and run business, specialises in escorted holidays for solo travellers over 50 years throughout the UK, Europe and Worldwide.

An exciting opportunity has arisen within our Operations department for a switched-on, highly driven **Tour Manager Lead** based at our Head Office in Swaffham.

The **Tour Manager Lead** is responsible for the recruitment, tour allocation, professional welfare and support of One Traveller Tour Managers.

From recruitment and training to troubleshooting and feedback – this is a rewarding and varied role where you will be an integral part of our busy Operations team.

### Job Purpose

One Traveller Tour Managers are arguably the most important service we are selling at One Traveller. The **Tour Manager Lead** will be responsible for ensuring that we recruit, train and support the best Tour Managers in the business. The role includes ensuring that Tour Manager contracts, invoices and paperwork is sent out in a timely manner, accurate and returned to the office when required to. As well as providing Tour Managers with guest feedback after each tour, the **Tour Manager Lead** will also be responsible for allocating Tour Managers to all planned One Traveller holidays, requiring them to work in an agile and flexible fashion including rota based cover of the emergency phone.

### Roles & Responsibilities

- ✓ Build and maintain a high performing portfolio of freelance Tour Managers.
- ✓ Ensure One Travellers terms and conditions are competitive within the industry.
- ✓ Monitor and manage the Tour Manager bonus scheme.
- ✓ Maintain best practise for the management of Tour Managers following the One Traveller guidelines.
- ✓ Have a transparent policy for allocating the most suitable Tour Manager for each departure to get the best results by balancing business needs, optimum service levels and individual preferences.
- ✓ Support the Tour Managers so they can deliver the best the tour can possibly be.



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- ✓ Performance manage all Tour Managers with guest feedback and scores after each tour and summarise at the end of the year.
- ✓ Work with marketing to create a communication plan to make the Tour Managers feel part of the OT family .
- ✓ Lead the Tour Manager Co-ordinator to deliver the best service to the Tour Manager team.
- ✓ Responsible for updating the Tour Manager manual regularly and ensuring the information is relevant and fit for purpose.
- ✓ Ensure the Operations team are supplying the Tour Managers with the most accurate and up to date documents to deliver the perfect OT holiday.
- ✓ Supply Tour Manager paperwork and support as per company policy.
- ✓ Constantly review best practice for delivery and report to senior management.
- ✓ Have a good all-round knowledge of OT holidays to be able to speak to guests, Tour Managers and partners professionally and knowledgeable about OT holidays.
- ✓ Ensure all Tour Manager information is logged on company systems and kept up to date.
- ✓ Create and deliver a complete Training & Induction programme for new to OT Tour Managers and update existing Tour Managers on new procedures.
- ✓ Plan an annual gathering for Tour Managers to connect with Head Office and receive face to face updates on company policy and developments.
- ✓ Ensure Tour Manager Expenses & Reporting is accurate and completed to OT guidelines.
- ✓ Assist Tour Managers with any queries regarding the delivery of the holidays.
- ✓ Ensure guests expectations are met on every holiday.
- ✓ Take control in finding available Tour Managers last minute should a Tour Manager pull off the tour due to personal circumstances.
- ✓ Arrange for new Tour Managers to shadow existing Tour Managers whilst working with suppliers to keep cost to the minimum.
- ✓ Allocate Tour Managers to cover Pre-Holiday Get-Togethers if a Tour Manager is on a back-to-back tour.
- ✓ Courtesy call to Tour Managers before every departure to check they are ready to go.
- ✓ Create a bi-annual Newsletter updating Tour Managers on company news and stories from staff and guests.
- ✓ Work with the team and take part in the Emergency operational cover whilst tours are operational.
- ✓ Join the Emergency Phone rota taking the 24-hour on call phone for 7 days every 5/6 weeks.

### **Skills and Experience**



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- ✓ Excellent organisational skills
- ✓ Ability to adapt to last minute changes
- ✓ Firm but calm and understanding management style.
- ✓ Works well under pressure.
- ✓ Understand holiday operations and service delivery.
- ✓ Customer service focused.
- ✓ Able to deal with difficult situations or crisis.
- ✓ Having Tour Managed or worked within a Tour Manager department.
- ✓ Competent on all Microsoft systems such as Excel, Word, and Outlook.
- ✓ Able to learn in house systems.

#### **This role would be suitable for someone who**

This role would suit someone who has experience in a similar role and wants to develop in their career working closely with Senior Managers in the business to build an effective and efficient pool of Tour Managers. You will be open to stepping up and offering ideas with a strong desire to progress going forward.

#### **Other Qualities include**

- ✓ Has a "Can do" attitude
- ✓ Strong leadership skills
- ✓ Enjoys working under pressure
- ✓ Drives change
- ✓ Good at prioritising
- ✓ Has a passion for travel
- ✓ Self-manage
- ✓ Great people person