

Job Description

Job Title:	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 job related tasks <i>Outlook Time in Lieu Policy will apply</i>
Base/Location:	8 Chestnut Court, Parc Menai, Bangor, Gwynedd
Department:	Operations
Duration:	Permanent
Reporting Relationships:	Reports to Head of Itinerary Planning
The role requires contact with:	All Outlook staff – including freelance staff, all Outlook clients, customers, in-country partners and third party providers
Remuneration:	£19,500
Holidays:	4 weeks (20 working days) and bank holidays
Additional benefits:	Guaranteed 10 days Christmas closedown Learning and development opportunities

Main Purpose

To be the lead for a number of expedition destinations and to find, document and maintain activities and projects suitable for youth expeditions. To give destination and itinerary specific advice to all stakeholders and to plan and cost short notice bespoke itineraries.

To plan and document expedition itineraries that meet client needs, within budget and adhering to strict risk management standards. To present to teachers, participants and parents and to facilitate planning and development sessions throughout the expedition programme.

Key Responsibilities and Accountabilities

DESTINATION LEAD

1. Plan and conduct recce visits to current or new expedition destinations to achieve specified outcomes.
2. Build and maintain effective relationships with in-country partners and 3rd party providers.
3. Document, record and organise all destination related information as directed.

4. Give advice and assistance to colleagues planning expeditions to destinations for which you are the lead.
5. Forecast and justify the in-country budgets for your expeditions and destinations.
6. Give destination specific advice and guidance to all stakeholders as required.
7. Ensure that all hazards particular to each destination country have been identified, assessed and can be managed to give a low residual risk to expedition teams. Ensure that these risk assessments remain up to date and identify significant additional hazards to your Line Manager.
8. Produce and cost realistic, bespoke skeleton itineraries, to meet client needs and in line with business aims, to short deadlines.

EXPEDITION PLANNING

9. Work with our clients to develop expedition itineraries that meet their needs, in line with business aims.
10. Produce a financial plan to support the expedition itineraries, within budget and to specified deadlines.
11. Produce documentation, against templates, to support the itinerary, each itinerary activity and the financial plan, within specified deadlines.
12. Ensure that all unique hazards (that are not already covered by generic, country or activity RAs) relevant to each expedition have been identified, assessed and can be managed with a low residual risk to the expedition team.
13. Deliver presentations to Clients, relevant to the destinations and itineraries for which you or your colleagues are responsible.
14. Facilitate group itinerary planning and development sessions with clients, normally at school locations throughout the UK.
15. Hand-over the expeditions for which you are responsible, and fully brief the Expedition Leader Team prior to their departure, to ensure that the team have the best start to a safe, high quality and fun expedition (this may require you to be based near a UK airport for short periods of time).

Others

16. To jointly prepare and maintain a Personal Development Plan and attend the planned training that will support your future performance, in line with personal and business objectives.
17. Use the software provided to manage and record processes, tasks and availability, in line with business needs. Record all contact with clients using the CRM software.
18. Work some day and night shifts in the Operations Room when expeditions are overseas.

19. Stand in for colleagues in the team when necessary. Fully brief colleagues (internal or external) who may be required to carry out tasks on your behalf.
20. Pro-actively identify areas for development and suggest solutions to issues, to help meet business aims.
21. 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.
22. 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, A Level, NVQ 3/4 (or equivalent through relevant training and experience)	D	Application / interview
Work experience / knowledge	Experience of travel in the developing world / personal development of young people	E	Application / interview
	Experience of working with Microsoft Excel, Word and PowerPoint	E	Application / interview
	Expedition planning, participation or leadership	D	Application / interview
	Risk management in outdoor and / or travel environments	D	Application / interview
	Project management	D	Application / interview
	Delivering presentations	D	Application / interview
Driving	Full UK driving license	E	Application
<ul style="list-style-type: none"> • Excellent communication and interpersonal skills and the ability to negotiate and influence • A confident manner and the ability to build relationships • Good commercial awareness • Self-motivated and proactive with excellent organisation and attention to detail 			