

CHARITY CHALLENGE - OPERATIONS MANAGER

(Temporary Role - Maternity Cover)



POSITION:	Operations Manager (Minimum of 9 months Maternity Cover – starting in Aug 2024, with potential to extend if the maternity leave is extended)
DEPARTMENT:	Operations Team
REPORTING TO:	Head of Operations
DIRECT REPORTS:	None
LOCATION:	Main office is North London / Role is remote working
DATE UPDATED:	March 2024

About Charity Challenge: Challenges Un Limited (trading as Charity Challenge) is a multi-award-winning company and has been in business for 25 years. We work exclusively for the charity sector, raising millions of pounds for worthwhile causes. We currently are a team of 17 people mostly working remotely. We operate treks, bike rides, mountain climbs, and other adventure travel itineraries, while our clients raise money for the charity closest to their heart. To date, our tens of thousands of participants have raised over £75m for thousands of charities.

The company has gone from strength to strength developing an excellent reputation both within the corporate and charity sectors, donating hundreds of thousands of pounds to local community projects in the countries in which we operate, and building houses, schools and health centres in developing countries as part of our award-winning community challenge programme. For more information on the company, please visit [here](#). We have worked hard to develop a strong brand and reputation; after the significant impact of Covid-19 on our business, and our team, we are now looking to grow our business back and deliver some exceptional challenges.

What we are looking for: A passionate, commercially minded and customer focused Operations Manager to join our highly driven, ambitious and dynamic operations team. With your focus being on client management/communications (post sale), safety and risk management, as well as improving and maintaining excellent standards of quality and customer experience, you will manage multiple itineraries and departures within a designated geographical region depending on your experience (this could involve overseas and/or UK challenges). This is a busy, varied role that requires huge amounts of organisational skill, and a passion for what you do. You will work within a growing operations team and report to the Head of Operations.

The role

- **Pre-challenge:**
 - Managing the ground handlers and negotiating rates; liaising to ensure all operational details are correct, that any ad hoc changes or differences to exclusive itineraries have been organised and accounted for
 - Dealing with queries (on the phone and on email) from clients, charities, corporates and exclusive groups, regarding all elements of their challenge; this will involve overall account management for our smaller exclusive groups
 - Briefing leaders and doctors before departure
 - Liaising to ensure medical kits and sat phones are organised as required
 - Liaison with the flights team to ensure group flight schedules are all uploaded, leaders' and doctors' flights are booked, extensions, add-ons and special requests are all in order
 - Reviewing and updating all safety documentation for your challenge portfolio
 - Booking new departure dates in cooperation with the sales/flights teams
- **During-challenge:**
 - Effectively handling emergencies / crises (on call duty including evenings and weekends on a rota basis)
 - Ensuring any other arising operational issues are resolved and the challenge is running smoothly
 - Occasionally travelling to experience a challenge, conduct safety inspections and familiarise yourself with the product
- **Post-challenge:**
 - Gathering as much feedback as possible (from clients, doctors and challenge leaders) in order to continually improve safety and quality
 - Liaising with ground handlers with a view to implementing changes to avoid re-occurrence of problems
 - Responding to passenger complaints and feedback

- **General:**

- Ensuring ground handlers in each country are working within their contract with Charity Challenge; assessing current GH costs and seeing where cost reductions could be made. Acquiring shadow quotes and negotiating with ground handlers to reduce costs if appropriate
- Taking responsibility for the maintenance and improvement of the quality and most importantly, the safety of your challenges – including assisting in the recruitment, training and ongoing appraisal of both UK and local leaders
- Liaising with the flights department regarding airlines and fares to ensure the correct flights are booked for all your challenges and that the agreed fares are within budget
- Liaising with clients: helping them prepare for their challenge, sending out visa info, vaccinations, kit list etc, joining instructions, update itineraries and flight details etc. Collate challenge feedback and respond where necessary
- Assist as needed with the contracting of challenge leaders and doctors; ensuring they are prepared for their challenge with briefings, manuals and relevant documents
- Organising and conducting a debrief post-challenge and detailed information fed back to the ground handler
- Prepare and ensure all customer facing documents are up to date and accurate on the website - Q&A / trip notes / itinerary / kit list
- Cross checking invoices from ground handlers and ensuring payment is made promptly
- Product Development – help with developing new challenges in liaison with the Operations and/or Sales team
- Bespoke challenges – assisting in tailor making exclusive group challenges: sourcing ground handler, devising itinerary to client specifications, liaison with GH and negotiating costs
- Management of and responsibility for operations-based projects as per requirements
- Assess levels of in country branding on your challenges and make recommendations to the marketing team
- Blog writing or sourcing blogs for challenges within your area
- Product and sales webinars and presentations as needed
- Attending trade exhibitions as appropriate / required

Core competencies

- We are of course looking for someone with the relevant group/charity tour operation and adventure travel experience who has a sound knowledge of principles of safety and risk management
- Good broad adventure travel knowledge is essential
- We are looking for someone who is happy and competent doing high volume and routine administrative tasks efficiently
- Specifically, excellent attention to detail, a good level of spoken and written English and a focus on organisation and following processes is key
- You should be comfortable speaking / dealing with a wide range of people and always have customer care at the forefront of your mind
- You should be a self-starter who can manage your own time efficiently, and who is not fazed by balancing a workload of wide-ranging tasks. You should be able to competently project manage many tasks, with a high level of care to everything at the same time
- We are looking for someone who will take the initiative with their own portfolio of challenges and be a confident and competent communicator
- Experience of leading adventure travel groups, working in remote destinations and/or work in the charity sector is desirable but not a pre-requisite
- Excellent use of Word, Excel, Outlook and databases is essential

What you can expect from us

- We are a small, friendly business in North London, full of people with passion for what we are doing
- This is a chance to do something special and work not only in travel but also the charity sector
- The job may also include experiencing the challenges and/or conducting familiarisation trips, so may include some international travel as dictated by the needs of the business, including over weekends
- Salary is from £26-30k depending on experience
- Mon-Fri 0900-1730hrs including 1 hour lunch break. 37.5 hrs a week. On a rota basis you will be on 24-hour emergency duty.
- 24 days holiday a year (plus bank holidays), plus one extra day each year up to a maximum of 27 days after three years continuous service (pro rata for the term of the contract).

To apply please email your CV together with a Covering Letter outlining your relevant experience, qualifications, skills and abilities which match the requirements of the role to katherine@charitychallenge.com

**You can be part of our unique organisation helping to
change people's lives and raise millions for charity!**