



Job Description: Operations Assistant

Starting Salary: £16,800 per annum

Working Hours: Generally you will be required to work 9am to 5:30pm Monday to Friday but you will also need to be flexible, during the expedition season (March – October) you may be required to work outside of these hours and at weekends.

Annual leave: 25 days + bank holidays.

Job purpose: To assist the operations manager with planning and delivery of expedition programmes. To assist with all other aspects of the business.

Overview: This is a varied role with responsibilities across the business so you will need to be very organised and have excellent attention to detail. You need to be flexible, hardworking and able to adapt quickly to new tasks. A to Z Expeditions is a small but growing business, as part of a small team you will have a say in all aspects of running the business, but you will also need to muck in with other tasks and get your hands dirty scrubbing Trangia stoves. This is an assistant role, but for the right candidate there will be the opportunity to develop the role and take on further responsibilities.

You will work closely with and report to the Operations Manager.

Key responsibilities will include the following:

General Admin

- Deal with phone calls, post and emails.
- Purchase stationery and other consumables.

Booking Management

- Create pre-expedition material for schools and individuals
- Produce expedition pre-expedition information for schools, parents and participants
- Complete school and operating authority paperwork
- Collate information from consent forms

Open Expeditions

- Respond to enquiries from individuals
- Send out application forms and information
- Take bookings and send booking confirmations.
- Produce and send out pre-expedition information

Expedition planning

- Research areas, campsites, start and finish points
- Book campsites
- Complete Expedition Notification Forms
- Submit expedition routes and other information to Expedition area coordinator and operating authorities

Training / Expedition preparation

- Print all handouts and training material for training days and expeditions
- Print information for expeditions – participant lists etc
- Pack, deliver and reset kit

Kit

- Assist with research and purchase of suitable expedition kit.
- Repair and maintain current stock of kit
- Ensure we have sufficient kit for planned expeditions
- Implement systems for kit return and reporting of damaged kit.
- Assist with collection, delivery and return of kit

Instructors

- Maintain a database of instructors contact details
- Maintain a database of instructors qualifications
- Assist with recruitment of new instructors
- Book and confirm instructors to work on expeditions

Workshop

- Keep the office area clean and tidy
- Carry out any repairs and maintenance as necessary

Person Specification

Essential Attributes

- Excellent communication skills, verbal and written
- Good typing speed with high level of accuracy in data entry
- Good knowledge of Word and Excel
- Excellent organisational skills – attention to detail is important.
- Full Driving Licence

Desirable Attributes

- Knowledge of DofE
- Interest in outdoor activities
- Mountain Leader Qualification – or desire to work towards this qualification

CRB Check

As you will be working with young people and handling sensitive personal information you will be required to undergo an enhanced criminal records bureau check.

A to Z Expeditions is an equal opportunities employer. Please ask if you would like to see a copy of our policy on the recruitment of ex-offenders.

Further information

Enquiries and exploratory visits by appointment are welcomed – please contact Zoe McLean for further information zoe@azexpeditions.com 01981 550 433

How to apply

Please email your CV with a covering letter to Zoe McLean zoe@azexpeditions.com

Closing date for applications is 16th December 2011

Successful candidates will be invited to take part in a selection day and interview in January.

Please note A to Z Expeditions is unable to reimburse interview expenses.