



The Learning Adventure - Job Description Operations Manager for North Asia (Japan & South Korea)

The Learning Adventure is part of the Transforma Travel Group, a leading youth travel company. Transforma's family of brands create culturally enriching, off-the-beaten-track, and educational adventures for travellers and students alike. Across all our brands, our mission is the same: to expand minds through transformative travel experiences. The Learning Adventure is a leading educational tour provider for school and university students, operating educational trips across the globe. The company focuses on offering bespoke itineraries that deliver prescribed learning outcomes and unique, engaging activities to inspire the next generation of global citizens.

We are currently recruiting for an Operations Manager for North Asia. As our North Asia **Operations Manager**, you will have responsibility for operating our school trips in North Asia - specifically Japan and South Korea. You will manage our growing Operations team in Ho Chi Minh City and work alongside our in-country staff across the region. Our tour portfolio spans across Asia, so one day you might be booking a train in Kyoto, and the next be talking to our local supplier in Busan.

Working out of our **Ho Chi Minh City** office and reporting to a Regional Operations Manager for Asia, you will be part of a growing international team whose passion is developing exceptional educational experiences. We are building on over 3 million GBP in revenue in the region for our last year, and have big plans for development in the future.

Responsibilities:

- **Operations:** Full responsibility for operating our school trips in Japan and South Korea.
- **Management:** Oversee a growing team of Officers and Senior Officers and help develop the experience across all tour destinations.
- **Safety:** Ensure all trips run according to our safety management systems and manage safety and emergencies in the region.
- **Communication:** Work with our own teams and partners across the region. Communicate with our Sales offices to receive information about our groups and their requirements. Communicate with schools directly.
- **Bookings:** Ensure all Adventure Leaders, hotels, tickets and component activities have been arranged by the team.
- **Financial Liaison:** Manage tour budgets across the region and a regional budget for the entire continental team.
- **Quote Development:** Help bring a tour from good to excellent by adding in your expertise and local knowledge.



Competencies:

This is a fantastic opportunity to work in a rapidly expanding educational travel team, with internationally minded colleagues who are passionate about the tours that we run!

We are looking for a new member who:

- **Organized:** A careful, organized approach to work is essential for this role.
- **Ambitious:** Comfortable in a fast growing, start-up environment.
- **Hungry to learn:** Passionate to improve yourself & experience an internationalized world.
- **A reliable manager:** Exercise high degree of autonomy over your team.
- **A problem solver:** Find solutions to the many challenges presented when arranging school trips.
- **Experienced:** At least 2 years' experience operating school tours.

Good to have:

- Japan or South Korean language skills
- Destination knowledge of Japan or South Korea

Please send your CV and a cover letter to scott.heptonstall@thelearningadventure.com and HR@thedragontrip.com.

We look forward to receiving your application!

The Learning Adventure and The Dragon Trip are equal opportunity employers and welcome and celebrate diversity and uniqueness in all forms.