



The Learning Adventure - Job Description Regional Operations Manager for Asia

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 a **Regional Operations Manager for Asia**. As our Regional Operations Manager, you will have responsibility for operating our school trips in Asia. 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 Japan and the next be talking to our local supplier in India.

Working out of our **Ho Chi Minh City** office and reporting to a Head of Global Operations, 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 Asia.
- **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.
- **Development:** Integrate our systems to scale with a growing number of tours.
- **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 4 years' experience operating school tours.

Good to have:

- Asian language skills
- Destination knowledge of Asian countries

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.