



Transforma Travel Group - Job Description

In-Country Manager China

Introduction:

Transforma Travel Group is recruiting an In-Country Manager to oversee the planning, implementation, managing and running of all the company's operational activities in China. We are a tour operator, so operations for our company refers to the organizing and operating of the tours themselves.

Our company operates two brands across the youth travel space:

The Learning Adventure (school trips for university and school students)

The Dragon Trip (adventure tours for backpackers, premium groups and families).

All brands are dedicated tour operators with a shared mission: to expand minds through transformative travel experiences, catering to diverse groups including youth, families, and premium travellers.

We're seeking someone who has experience in handling the operations of a large travel company, integrity, interpersonal aptitudes, strong communication abilities and, like all of our team, is highly passionate about the positive impact travel can have on young people.

The Role:

As our In-Country Manager China, based in Shanghai, you will play a pivotal role in managing the on-the-ground execution of our educational and adventure tours throughout China. This position requires a deep understanding of the local travel landscape and the ability to ensure that each tour runs smoothly, providing a transformative experience for all participants. Reporting to the Regional Operations Manager, you will be a key figure in our operations, responsible for overseeing logistics, managing staff, and ensuring the safety and quality of our programs in China.

Responsibilities:

- **Operations Management:** Oversee and manage the execution of logistics that lead to the client's experience on the ground, ensuring that every aspect of the tour runs smoothly and meets our high standards.
- **Local Expertise:** Act as the resident expert on the local travel landscape by conducting thorough market research, identifying trends, and tailoring the company's offerings to resonate with local preferences.



- **Staff Management:** Line manage and provide pastoral development for the Regional Specialists and in-country Officers, fostering open communication to discuss challenges and opportunities for past, present, and future trips.

Risk Assessment and Mitigation: Identify and manage potential risks and implement strategies to minimize their impact. Partner with the Safety & Risk Manager to ensure that all program designs are safe, well-documented, and thoroughly risk-assessed.

- **Emergency Support:** Support the Regional Specialist and Adventure Leader with any on-trip incidents or emergencies during business hours. Ensure that the after-business-hours emergency process is clear and communicated, and escalate issues to the Regional Operations Manager or Safety and Risk Manager when necessary.
- **Collaboration with Booking Operations Manager:** Work in partnership with the Booking Operations Manager based in Ho Chi Minh City to ensure that quotes, reservations, and program experiences align seamlessly and lead to exceptional on-the-ground execution.
- **Program Development:** Collaborate with the Product Development Manager to ensure that program design is authentic, meaningful, culturally appropriate, and rooted in the company's mission.
- **Adventure Leader Management:** Work in partnership with the Adventure Leader Manager and Regional Managers to ensure that Adventure Leader training and staffing are aligned with the vision for student learning, the overall program goals for our educational tours, and the best possible customer experience for our adventure tours.

Competencies:

This is an exciting opportunity to join a dynamic and growing team dedicated to delivering life-changing educational experiences.

We are looking for a new member who is:

- **Organized:** Demonstrates a meticulous approach to managing logistics and staff on the ground.
- **Culturally Aware:** Possesses a deep understanding of China's travel landscape and can adapt offerings to meet local preferences.
- **Leadership-Oriented:** Capable of managing and developing a team while fostering a collaborative work environment.
- **Problem Solver:** Able to quickly address and resolve challenges during tours, ensuring a smooth experience for all.



- **Experienced:** At least 3 years of experience in educational or adventure travel, or a similar field, with a strong focus on operations management in China.

Good to Have:

- Mandarin language skills.
- Extensive knowledge of China's key educational and cultural sites.

Terms:

- You will be reporting to the Regional Operations Manager.
- Competitive salary
- Based in Shanghai
- To apply for the role, please email a CV and cover letter to lucy.west@transformatravelgroup.com

We look forward to receiving your application!

Transforma Travel Group is an equal opportunity employer and welcomes and celebrates diversity and uniqueness in all forms.