



## JOB DESCRIPTION

- POSITION TITLE:** Group Leader
- LOCATION:** Various
- START DATE:** There are regular intakes of new staff throughout the year.
- SALARY:** To be advised.

### JOB DESCRIPTION

As an INTRO Group Leader you will be required to accompany group members on our 9-21 day tours across our destinations. Your main responsibility will be to ensure the overall safety and successful operation of each trip and to ensure the group is having a great time. You will also be required to complete all admin duties related to the running of the group along with assisting all group members with their onward travel plans.

A Group Leader's role requires a lot of energy and enthusiasm. You will be required to work independently away from home for an extended period of time.

The position is full time and includes working irregular hours of evening work and weekends. You must be available for at least 4-6 months. No previous Group Leading experience is necessary, although would be beneficial, and you will receive full training.

### REQUIREMENTS

You must...

- Have travel experience in the country you're applying for and have a good knowledge of it's geography and customs. Further knowledge of our destinations is also beneficial.
- Enjoy meeting people, be outgoing, energetic and responsible. This role requires a huge amount of energy and can be very tiring at times.
- Be confident enough to lead a group of up to 22 people and communicate with them effectively.
- Be confident and capable enough to handle the health and safety of your group in, at times, an extremely unpredictable environment and be able to respond accordingly if things go wrong.
- Be thorough, accurate and timely with all your admin duties.
- Be personable with an enthusiastic attitude and be able to relate to and get along with people from all different walks of life, ages and nationalities.

**IMPORTANT: Please read the following BEFORE applying for this job.**

Being an INTRO Group Leader is an awesome opportunity where you will have unforgettable experiences and make friends and memories to last a lifetime!

However, it will most definitely be a lot harder than you are imagining and there can be downsides to the role which you must be aware of and fully understand and consider before applying;

- You are not on holiday, your group members are. It is your primary responsibility to make sure their trip is safe, enjoyable and runs as smoothly as possible. You should not apply for the Group Leader role if your sole reason is because you want to travel.
- You are there to give EVERY single group member the best experience possible. If you can only give that experience to 80% of your Group, then please reconsider your application.
- People in your group may get sick, suffer culture shock, become emotional, complain a lot or even take a personal dislike to you. You may not get along with particular people. However you are still expected to do a great job and provide excellent service to your entire group regardless of any of the above.
- You are travelling a lot of the time. Roughly every two weeks you will have a new group of people to meet and befriend and then say goodbye to. This is extremely physically and emotionally tiring. Despite the constant flow of new people you may get lonely being away from your friends and family. If you have a partner, think very carefully about being away from home for extended periods. Partners cannot join you on your trips. And we generally do not accept partners who would like to work for us together.
- While we make every effort to support you in whatever way we can, you will find yourself in situations where no support is possible (due to the time difference, distance, no coverage etc). You need to be confident in your decision-making skills and ability to think on your feet - and be prepared to deal with the consequences.
- Our itinerary is fixed and you will be making the same journey repeatedly, which some people might find repetitive or tiring.
- This job is all about people. You have to be comfortable spending large amounts of time, sharing and living with people of different nationalities, ages and backgrounds.

If you fully understand the above, are serious about becoming a Group Leader and honestly feel you have what it takes then we encourage you to apply ASAP.

Thanks and good luck!

The INTRO Crew