

General Manager

Location:	Mornington, Victoria
Industry:	Leisure, Travel and Tourism
Employment Type:	Full-time 38 hours (5 days a week)
Reports to:	Director / Owners

About the company

RAW Travel is a boutique tour operator on Victoria's Mornington Peninsula that specialises in iconic walking adventures worldwide. We aspire to be one of the world's most inspiring and innovative walking companies and were the first hiking company globally to achieve the prestigious B- Corp accreditation.

RAW Travel is an exciting company to work for and is built on a real passion for active travel and what it delivers for our clients. We are innovators and have a very loyal client base, built on many years of providing great service. We are an established business with over 20+ years experience but we don't try and run trips everywhere - we prefer to offer real expertise and useful advice on the ones we do. All our Destination Experts are passionate, well-travelled walkers. They deliver a level of advice and experience that comes from being 100% focused on our chosen walks, rather than hundreds of different trips.

RAW Travel has remained a personal and bespoke service and travelling with us has always been about experiencing the world and local people with authentic walking adventures. We passionately believe that walking trips offer unique experiences to travel sustainably with opportunities for authentic travel and personal challenges. Our purpose is to inspire and create transformative journeys that can benefit both people and the planet.

Providing a personal, friendly service is core to our success. We genuinely love our travellers and the fulfilment of their travel dreams is our passion. Any prospective team members must share our values and commit to the mission of providing outstanding customer service whilst upholding our ethos of being an ethical and responsible business.

Our team

- Founder & Joint Owners: Dave & Melinda Reynolds / Intrepid Travel
- Australian office: 24 staff (destination experts, operations, marketing, finance - remote working & local office base)
- Australian ground & Overseas staff: 15+ support staff & leaders

Our values

- Authenticity
- Adventure & Freedom
- Exceptional Service
- Integrity & Honesty
- Inspiration
- Optimism
- Challenge & Achievement
- Sense of Community
- Environmental responsibility

Our charter

- Put customers first
- Exude passion and expert knowledge
- Innovate and inspire
- Take ownership
- Foster teamwork
- Go above and beyond
- Make it fun
- Care for our community and environment

About the role

This broad-ranging role is responsible for executing company strategy and managing our staff and resources. The General Manager position will help direct day-to-day decision-making and operations primarily for RAW Travel's office team but also help oversee our field staff, working in close conjunction with a management team comprising an Operations manager, Finance manager, Sales and Marketing managers and 5 Destination managers.

This position will help drive RAW Travel's continued growth and uphold our customer service standards and values in the process. The role requires a skilful people manager who enjoys the challenge of leading a diverse and talented team, whilst always remaining the foremost advocate for achieving the company's goals and interests.

The ability to prioritize amongst competing demands and be an efficient manager of your own time is a key requirement of this role. RAW Travel is an ambitious company with plans to be the industry leader in our niche and an outstanding employer. This position reports directly to the owners of the business.

The ideal candidate

Firstly, you will possess an appreciation for our style of active travel, with a passion for the outdoors and walking trips so that you can easily relate to our clients, staff and trips. You are an experienced people manager, who knows how to motivate people but also be resolute in upholding our company standards. You are comfortable with complexity and in making timely decisions, being able to prioritise what is important for the company and cut through the noise.

You demonstrate a mindset of personal growth that can see issues as opportunities, not obstacles. This role fits a confident and skilful leader who is not afraid to roll up their sleeves and support whatever work presents as a priority. RAW Travel is a diverse workplace and our ideal General Manager can be comfortable in allowing for different points of view whilst using their skills of persuasion to build consensus and unify the team towards agreed company objectives. You are comfortable with radical honesty and feedback but can also build rapport effectively.

You have a proven aptitude for learning software systems (our CRM, reservations, App) so that you can relate to and advise the various teams with issues as may they arise. You can bring analysis and new ideas to bear in solving problems and possess an innately positive attitude in your dealings with people. You have strong attention to detail, and are an effective administrator who can work to deadlines and prioritise tasks effectively.

You generally enjoy working in a fast-paced positive environment and uphold our values and B-Corp ethos with our team, clients and community. You care about the environment, the challenges we face and the role we play as a business in addressing these..

Desired abilities and experience

- Self-directed decision maker
- Proven experience with managing a diverse team
- A natural leader with a knack for identifying solutions
- Ability to prioritize and keep clearly focused on delivering key objectives
- Proven ability to work with software systems and understand them
- Demonstrated experience in growing a commercial business
- Proven ability to deliver on company strategic plans
- Excellent organisational skills and attention to detail
- High-level written and verbal communications skills
- Collaborative work style and excellent interpersonal skills
- Level-headed, non-reactive demeanour and high EQ

Ideally:

- Personal and/or professional travel experience relevant to RAW Travel trips
- Experience in managing a business in a service or tourism-based sector
- Degree in Business management / HR or other relevant qualification desirable

Primary accountabilities

- Delivering on strategic plans and targets
- Maintaining standards with product and customer service
- Provide direct management and support to key managers
- Communicate company objectives and results to staff
- Oversee and ensure timely reporting, communicate to owners
- Recruitment of new staff and orientation, training plans
- Ensuring monthly reporting to proactively identify issues ahead of time
- Monitoring sales, trip pricing, profitability, overheads
- Co-ordinating staff resources; approving relevant staff leave and travel
- Manager reviews & external & internal training
- Running to budget and reviewing business expenses
- Help evaluate & implement systems improvements
- Regulatory and business compliance
- Management & quarterly board meetings
- Responding to and co-ordinating the company's response to issues and emergencies

Secondary accountabilities

- Top-level complaint resolution
- Risk management oversight
- Review and analyse client demands, performance, trends
- Support with yearly strategy & analysis
- Organise staff meetings
- Quarterly meeting with owners to review direction and strategy, HR for business.
- Looking for increased efficiencies with each area
- Managing our office leases and annual insurances
- Contribute to RAW Travel newsletter content occasionally
- Travel on RAW trips and contribute to Insights if required
- Support with RAW Travel company events, product training sessions, etc
- Assist in any other areas and demands of the business as required

What you'll get in return

RAW Travel is a great place to work, with an engaged group of staff, an excellent work environment and regular opportunities for travel. We have high expectations of our team and we want our staff to be adventurous, active, authentic and fun-loving. We will give you the opportunity for training and development both internal and externally. RAW Travel is a certified Benefit corporation ('B Corp') and this offers opportunities for above-the-norm staff perks and abilities for remote working, benefits and contribution to our community, environment and our travellers.

You will receive a competitive base salary and superannuation, with travel perks, a hybrid flexible workplace, with the potential to earn a performance-related bonus.

If you have what it takes and want to join a thriving and innovative company who are passionate about adventure travel and delivering great customer service, then we want to hear from you!

Salary range: competitive salary based on experience + super + benefits

Interested? The next steps are....

Visit our careers page on our site for general information on RAW Travel.

This is also where you will find [this link](#) to complete a short questionnaire for this position.

After completing those questions please send your CV to recruitment@rawtravel.com

We thank all interested candidates for your interest, however, only those chosen for an interview will be contacted.

As part of the Interview process selected candidates will undergo testing for behavioural and personality characteristics and may be asked to work a short trial period as part of the hiring assessment.