

JOB DESCRIPTION

Company:	Classic Challenge
Post:	Project Manager
Reporting to:	Head of Operations
Salary:	£25-£27k (depending on experience)

Overview: To project manage UK & worldwide challenge events for UK charities as part of their fundraising programme. To project manage challenge events for corporates to use as team building or part of their CSR programme. Challenge activities include, but not limited to, cycling, trekking, horse-riding and running.

Purpose:

- Overall responsibility for the project management of approx. 15-20 bespoke events per calendar year and 3-4 Open Challenge events.
- Maintain charity and corporate client base year on year.
- Meet group size targets and project profit targets.
- Give creative input into the development of the bespoke challenge programme, both in-house and direct with each client.
- Increase the number of charities and corporates actively involved in Classic Challenge bespoke challenges.
- Understand other Classic Challenge products and services, e.g. Nightrider™ and be competent in actively promoting them to client base, where appropriate.
- Contribute to the future growth and development of Classic Challenge.

Responsibilities:

1) Management of a portfolio of Charity and Corporate clients

- Build relationship with charity and corporate clients.
- Communicate regularly, hold meetings and maintain constant contact.
- Keep the charity or corporate up-to-date with changes to the itinerary, transport and ground arrangements.
- Develop each client's on-going UK & overseas challenge programme.
- Arrange a debrief and planning meeting for each Project.
- Arrange a marketing strategy meeting with the charity or corporate, follow up regularly to monitor recruitment.
- Accompany events as and when required to build and maintain client relationships.

Project Managing multiple UK and Overseas Charity and Corporate Challenge Projects

- **Suppliers** : Establish contact with flight agents / airlines. Research competitive travel supplier prices. Reserve flights/trains/ferries and liaise with travel suppliers on a regular basis. Negotiate prices.
- **Planning and research:** Research information about country / area where the event will take place. Prepare an Information Pack containing all the event details for the charity.
- **Content:** Provide accurate well-written itineraries and event information which confirm to the style of the company's branding policy.
- **Contracting:** Draft, negotiate and agree contractual agreements between Classic Challenge, suppliers and the charity for each event.
- **Event Safety:** Prepare a risk assessment of each event (including an audit of the event reading past reports and feedback and current FCO advice) and supply a copy to the charity or corporate before each event.
- **Event Staff Briefings:** Brief the Tour Manager / Doctor / client rep (as necessary) about each event before departure.

- **Evaluate & Feedback:** Analyse event reports from the Tour Manager, doctor, client representative and participants and action any issues raised with the charity or corporate in a debrief. Report findings or suggested changes to colleagues and suppliers.

Budget Management for Charity Challenge and Corporate Challenge Projects

- Prepare and manage each project's budget.
- Realise and exceed each project's income target.
- Proof read and approve each project's invoices prepared for the charity or corporate.
- Check and sign off each project's supplier invoices passed to accounts.
- Submit supplier invoices including event staff to the accounts department within 2 weeks of each project completing.
- Sign off each project's final monthly accounts.
- Achieve the target profit for each project.

Management of Suppliers:

- Establish contact with suppliers and maintain a good relationship.
- Communicate regularly with suppliers and ensure they have up-to-date and accurate information about each event.
- Develop and write itineraries.
- Quality control written material and services provided.
- Feedback to suppliers for on-going improvements to the service levels and itinerary content.

Manage the Marketing & Recruitment of Events:

- Provide input for the charity or corporate's Marketing Strategy and Marketing Plan.
- Implement marketing activities as set out in the Marketing Plan that relate to Classic Challenge, e.g. add a page on the Classic Tours website, include editorial in an e-shot, plan when the charity should arrange a group information day.
- Proof-read marketing materials to ensure they maximise the effectiveness of the marketing material and comply with travel regulations.
- Assist the charity with additional promotional ideas.
- Devise and implement ad hoc marketing for specific events which require a push.
- Encourage the charity to conduct analysis into the effectiveness of each marketing activity.
- Provide the charity with guidelines on what they should send their participants.

Line Management of Travel Co-ordinator

- Hold weekly meetings to review to do lists and priorities
- Arrange / conduct training as necessary
- Set up review & appraisal process including managing development
- Organise on event experience
- Day to day support and management

2) Miscellaneous

Preparing reports, attending and contributing in staff meetings, conducting interviews (as requested / necessary), keeping up-to-date with changes in the challenge industry and the competition, providing the accounts department with annual predictions of group sizes and income for each project, attending sales meetings with the sales manager to generate new business. Ad hoc cover for colleagues whilst on holiday including being on emergency call and managing colleagues' assistants.

Person Specification:

- Educated to degree level.
- Self motivated, friendly, confident individual.

- A minimum of 2 years experience working in the travel industry, preferably involving tour operating and adventure travel.
- A minimum 2 years experience of project/event management.
- Confident, highly organised and possess excellent verbal and written communication skills, computer skills and have excellent numeracy skills, telephone manner and attention to detail.
- Ability to work to deadlines.
- Possess excellent organisational skills.
- Ability to negotiate, make decisions and work accurately in a high pressured environment.
- Experience of managing a large number of projects at the same time.
- Ability to work as part of a team and on own initiative.
- Ability to deal with unexpected problems quickly and efficiently as they arise.
- Experience of line managing an assistant in an office environment.

Desirable skills:

- Experience of charity challenge events.
- Event management qualification.
- Knowledge of the charity world.
- Digital & social media & marketing.
- Website content management.
- Personal travel experience.
- An interest in hiking and cycling, and other sporting activities relating to the charity challenge and event industry.
- Responsible Tourism policy knowledge.

Working hours:

- Monday – Friday 9am to 5pm
- The successful candidate will be willing to work outside usual office hours if required
- On 24 hour call for the duration of each of their own departures as well as being second on call for colleagues' events as necessary.