



Expeditions Coordinator

Reporting to: Head of Expeditions

Liaison with: All members of staff, multiple external stakeholders, trustees

Contract period: Permanent, Full time

Salary Range: Circa £25k per annum depending on experience

Usual working hours: 9.30am – 5.30pm

Location: South Kensington, West London

Introduction

British Exploring Society (BES) is a world class youth development charity with a unique heritage, founded on the belief that challenging experiences can define lives, empowering and equipping young people with the courage, integrity, skills, resilience and motivation to make the most of their future.

We prepare young people for expeditions to remote locations where they face challenges, acquire outdoor skills and learn about themselves - as well as undertaking projects with content relevant to their lives and to the fragile environments that they explore.

The results are transformative – not just in terms of practical skills and resilience, but in a new-found confidence and self-belief which they carry forward to their future life. More than this, through their adventure together, our young people forge friendships for life and become part of a unique supportive and continuing community of explorers with shared experiences, values and perspectives on the world.

Job Purpose

To support the function of the Expeditions Team and the high-quality delivery of all operational elements of our expedition programmes.

The Role in Detail

The Expeditions Coordinator assists all operational, logistical and administrative duties relating to the delivery of British Exploring Society's expeditions.

The right candidate will combine solid administrative experience and project management skills with a creative approach to problem solving and demonstrable commitment to the mission, vision and values of British Exploring Society.

They will enjoy working in an energetic and fast-paced environment, show flexibility to a range of working practices and be motivated by the opportunity to add value to the organisation in a variety of ways.



Job Description

Main responsibilities & accountabilities, to include but not necessarily limited to;

Relationship Management:

- Field and respond to queries from both leaders and participants pre and post expedition.
- Support expedition leader teams who work remotely from the BES office, during the planning phases of expedition programmes.
- Identify and liaise with external agents/contractors in the delivery of expeditions.

Expedition Planning and Logistical Development:

- Support expedition leader teams in the development of operational plans.
- Liaise with third-party providers to ensure logistical plans and support is in place.
- Support the maintenance and coordination of expedition equipment.
- Liaise with flight agents to secure appropriate air travel itineraries for expedition teams.

Leader and Explorer Recruitment, Training and Management:

- Contribute to the recruitment of high quality and appropriately skilled volunteer leader teams for upcoming expeditions including; advertising, shortlisting, assessments and selection.
- Support the recruitment of expedition participants through the development and maintenance of accurate and engaging recruitment information material and marketing copy.
- Support the delivery of appropriate and robust induction and training events for both leaders and explorers, as appropriate for each expedition location, operational model and client group.

Financial Management:

- Support senior colleagues and expedition leaders to deliver expeditions on budget, being mindful of cost effective practice at all times.
- Procure resources and equipment for expedition as required and directed by Head of Expeditions, in line with expedition budgets

Safety & Risk Management, and Industry Compliance:

- Contribute to the regular internal review of organisational policies and operating procedures to ensure and maintain best practice.
- Contribute to risk and incident analysis to promote organisational learning, and to ensure compliance with external audit and accreditation.
- Support Expedition Leader Teams and colleagues to develop risk and incident management protocols appropriate for the expedition location and client group.



Crisis & Incident Management:

- To be 'on call' as a Duty Officer during operational periods as part of a duty rota, providing 24/7 support to expedition teams
- To contribute to the coordination of responses to field incidents or crises.

Expedition Reconciliation:

- To support the process of reconciliation post expedition programmes, to include; receiving and reviewing leader and participant feedback; financial reconciliation; equipment maintenance; soliciting reports; compiling lessons learned and action planning.

Governance and partnership:

- Representing the charity as an ambassador in a range of public fora, providing opportunities for us to learn and to improve from others in the sector.

Person Specification

Skills, Knowledge and Competencies

Essential

- Excellent interpersonal and communication skills; both written and verbal
- Effective project management skills
- Strong administrative and organisational skills
- IT proficiency including MS Office applications
- Ability to work well and with good humour under pressure
- Ability to effectively manage a challenging workload
- Analytical approach, and the confidence to streamline work processes where necessary
- Accuracy and attention to detail
- Ability to work consistently and collaboratively with peers, senior managers and external partners to deliver results
- At least GCSE or equivalent English and Maths

Desirable

- A clean UK driving licence
- Technical proficiency and currency in outdoor activities and / or relevant NGB qualifications

Experience & Understanding

Essential

- Minimum two year's demonstrable and relevant employment experience
- Experience of project management
- Demonstrable experience of building positive working relationships
- Event planning and delivery experience
- Understanding of youth development and a belief in the opportunities for positive change that expeditions & outdoor education provide for all young people
- Understanding and experience of expeditions and/or outdoor activities
- An understanding of the not for profit environment

Desirable

- Direct experience of youth work, youth development and/or outdoor education desirable
- Experience of working with a wide range of young people
- Significant personal travel experience
- Experience of international operational delivery
- Experience of working with Customer Relationship Management (CRM) systems
- Experience of being on call and dealing with situations arising at unsociable hours
- Understanding of safety and risk management in expedition and/or outdoor activity contexts

Personal Attributes

In addition to work experience and qualifications we would expect to see evidence of:

- A strong empathy with British Exploring Society's aims and ethos
- Strong team player
- Open, honest & hard working
- Flexible & adaptable and able to respond to a dynamically changing situation
- High levels of integrity and sound judgement
- Receptive to challenge
- Friendly, fun and engaging
- Enjoys a busy and demanding office environment



Further Supporting Information

Values and Behaviours

We will always be hard working and committed to our vision.

We will work alongside our Explorers, staff and volunteers with consistent care, compassion, warmth and respect.

We will collaborate with enthusiasm, fairly and with honesty.

We will be open-minded, happy to be challenged and exhibit robust good judgement and courage.

We will be optimistic, enterprising, energetic and adventurous.

We will protect and reflect our remarkable heritage in everything we do.

Working Practices

Normal working hours are Monday – Friday 09.30 – 17.30, although evening and weekend working is expected as part of this role, including 'on call' duties. Occasional international travel may also be required.

Full-time staff are entitled to 23 days' paid holiday per holiday year in addition to normal English Bank and Public holidays.

This role is dependent on satisfactory receipt of references and an enhanced DBS check.

Equal Opportunities

British Exploring Society is committed to equal opportunity and to building an executive and volunteer team that together represent a diverse variety of backgrounds, skills and perspectives on the world. The more inclusive we are, the better we think we'll be at delivering our charitable aims.

What Happens Next?

Please send your CV and cover letter of no more than 2 sides of A4 **clearly explaining your suitability for the role against this role description** to: Olivia Evans-Walcott, British Exploring Society, 1 Kensington Gore, London SW7 2AR or email Olivia@britishexploring.org

Shortlisted candidates will be invited for interview.

In your application please let us know if you have an accessibility requirement, or if you need us to make any adjustments to the interview process. Thank you.

Closing date and time for applications is **Monday 17th February at 9am**. Interviews will be held in the following week before the end of February in our West London offices.

We regret that only shortlisted candidates will be contacted.

Thank you for your interest in this role.