

Job Description

Job Title:	Logistic & Tours Assistant - Apprentice
Department:	Penguin Travel
Reports to:	Penguin Travel Manager
Why Does This Job Exist?	
The purpose of the Penguin Travel Logistic & Tour Assistant is to provide support to the Penguin Travel Manager with all aspects of the day to day running of Penguin Travel; cruise season prep and on the day, tour preparation, administration role and projects, tour management, marketing, bookings, as well as general office processes.	
General Roles & Responsibilities:	
- Logistic assistance; airport transfer arrangements, calling and co-ordinating drivers and vehicles, confirming passengers, organizing bookings, improving sales and bookings - Preparation of outgoing invoices for airport and private transfers, etc - Responsible for money handling and compiling cash to accounts for Penguin Travel - Responsible for overall customer care for Penguin Travel and provide customers with accurate and clear information - Assist with office filing and carry out administrative tasks - Other department duties that may be required from time to time	
Main Responsibilities:	
Marketing - Assist with ordering of office and cruise ships vessel visits supplies, leaflets, brochures, packed lunches, etc. any other materials that may be needed from time to time - Preparation of tour descriptions and marketing material (including social media) - Assist Penguin Travel's Social Media accounts (schedules all year round posts, plus unscheduled) Services - Assisting with driving school bookings, payments and co-ordination - Assisting with FIGAS bookings and payments Tours - Co-ordinate the land based and independent cruise tours - Assisting with ordering catering requirements for all tours and stock control - Assisting with tour queries and bookings - Preparation of tour signs and any other materials needed for every cruise ship visit Administration - Assist with H&S management, fleet record keeping and reporting (MOT, Insurance and Registrations) - Assisting with Penguin Travel IT; computer filing system, helpdesk issues, booking and invoicing spreadsheets	

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Qualifications and Skills:

Essential

- Physically fit
- Organisational skills
- Knowledge of Falkland Islands Flora/ Fauna/ History

Desirable

- Some basic understanding of logistics from prior experience
- MS applications, with demonstrable skills in Office Management, Accountability or Administration

Qualification suggestions during the apprenticeship

- NVQ Level 2 in Customer Services
- NVQ Level 3 in Business & Administration
- Level 3 First Aid at Work
- Manual Driving Licence (Category B)
- FITB Tour Guide Accreditation

Additional:

- Overtime rate of time and a half for peak cruise season only
- Time off in toil and leave outside of the cruise peak period with Penguin Managers approval (accrual & taking)

Declaration - Job Holder

I have read this job description (or had it read to me) and I fully understand all my responsibilities.

Name:

Date:

Signature:

Declaration - Line Manager

I have read this job description and endorse the responsibilities, qualifications and skills listed.

Name:

Date:

Signature: