

JOB DESCRIPTION

Job Title:	Programme Manager – The Gambia
Reports to:	Chief Operating Officer - UK
Line manager for:	- Senior Trip Host - Senior Driver - Office Manager - Foundation Coordinator
Part/Full Time/Contractor:	Fulltime, Permanent
Version / Date	Version 2.0. 25/06/2026

1. Purpose

My job adds to improving the lives of African children by... Ensuring we have an effective management team in place delivering our customers services and a planned and coordinated approach to our volunteer lead, and charitable capacity development work in schools maximising impact.

2. Overview

The Programme Manager is responsible for overseeing and leading all programmes activities. With delegated authority to the managers the programme has under them, they are responsible for the day-to-day operations and issues management ensuring delivery of the business and charity country strategies. They act as 'local liaison' with authorities, suppliers and administration, and ensuring that all business plans are effective, meet the legal requirements of the country, as well as the UK where required. They are pivotal in implementing effective ways of working between the country and UK teams as the senior representative in country.

3. Key Roles & Responsibilities

- Line manages the programme management team in all respects including recruitment, performance monitoring, disciplinaries, welfare, personal development.

- Responsible for delivering the country plan set by the UK executive and inputting into the future direction as required.
- Responsible for ensuring overall compliance to African Adventures Ltd and Foundation policy, procedures and standards right across the programme that are delivered in line with the Service Level Agreement [SLA].
- Responsible for ensuring that the programme complies with all the accreditation and body requirements such as the School Travel Forum, ABTA, ATOL, UK Charity Commission as directed by the UK Business Operations Manager and Foundation Manager.
- Provide 'second line' support for Senior Trip Host and Senior Driver on issues management where they escalate: day to day delivering the itinerary and high-quality customer service.
- Leading to ensure collaborative and joined up ways of working between UK and programme teams.
- Accountable for the ensuring that the management and their teams conduct all data entry in a timely and accurate fashion as per procedures for both Company and Foundation.
- Responsible for ensuring all programme departments deliver planned, timely, accurate and customer service focused itineraries and group services in all respects.
- Responsible for the assessment and ongoing engagement of new and existing Partner Schools to the standards laid out in the Partnership Agreement standards.
- Responsible for providing the Foundation in-country resource requirements and data to support planned and impactful capacity development work across the programme.
- Responsible for ensuring accurate and timely financial reporting and stewardship of funds.
- Responsible for all programme reporting requirements to the UK leadership teams as required.
- Drive change and improvements across the programme ensuring a sustainable, fit for purpose, customer service focused culture and operations delivery is attained.
- Responsible for leading on the engagement with local authorities, suppliers and community leaders ensuring good relations, a coordinated approach and smooth delivery of company operations, on behalf of the UK Executive in their absence.
- Part of an on-call system providing out of hours team support for issues and delivery of the Emergency Response Plan.
- Any other ad hoc tasks as required.

4. Collaboration

Whilst we are all 'one team' and need to work as such, to deliver my role I need to primarily and effectively work with:

In Programme – Senior Trip Host, Senior Driver, Foundation Coordinator, Office Manager, Trip Hosts.

In the UK – Business Operations Manager, Travel Operations Manager, Foundation Manager, Programme Officer, Chief Operating Officer, Chief Executive Officer, H&S Officer, HR Officer, Marketing Manager, Finance Manager & Officers.

External to African Adventures – Local Authorities, Government Officials, Bank Managers, Hotel/Tour/Catering/Transport suppliers, Senior Partner School Officials/Directors, Community leaders, AAF Donors.

5. Qualifications & Experience

Essential.

- Fluent in English, Mandinka, and Wolof – representing the communities we operate in.
- Leadership experience at a programme level within NGO, Tours or Travel industries.
- Experience of stakeholder management of senior leaders in authorities, communities, and business owners.
- Senior Management experience of business, corporate and compliance with extensive experience in business planning & financial budget holder responsibilities.
- Experience of leading teams in multiple disciplines.
- Highly competent in Microsoft (Outlook/365) and communication (Teams/WhatsApp) systems.

Desirable.

- Experience in working within the education sector or child development/community development.
- Experience or understanding of fleet/hotel management.
- Experience in managing large programmes delivering capacity development.
- Driving licence.

Any offer of employment to the successful candidate shall be subject to references from previous employer(s) and the outcome of a police clearance certificate.

This job description does not replace any contract of employment. It is in addition to and designed to ensure incumbents are clear on the roles and responsibilities associated with it and whom they primary work with.

In addition, Individuals are expected to uphold and abide by African Adventures policies, procedures and our vision and values in all respects including the spirit in which they have been documented.

Signed: _____ Date: _____

(POSTHOLDER)

Signed: _____ Date: _____

(LINE MANAGER)