

JOB DESCRIPTION

Job Title:	Senior Trip Host – The Gambia
Reports to:	Programme Manager – The Gambia
Line manager for:	Trip Hosts
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 provision high quality and safe group experiences for our customers that work well and have maximum impact for partner schools.

2. Overview

The Senior Trip Host leads the Trip Host team in all respects, overseeing the compliance and quality of their work in coordinating and managing groups whilst in-country, and ensuring they interact effectively with our partner schools. Act as the primary point of contact day-to-day with partner schools and core suppliers (hotels and tour providers), ensuring effective ways of working and compliance with the respective agreements.

3. Key Roles & Responsibilities

- Line manage Trip Hosts in all respects, including recruitment, performance monitoring, disciplinarys, welfare, personal development - including observing Trip Hosts - and quality assuring their work.
- Lead on 'first line' support for Trip Hosts and groups, managing day-to-day issues, delivering the itinerary and ensuring high-quality customer service.
- Responsible for supporting the UK Business Operations Manager with in-country hotel and tour audit and compliance assessment and reporting, including following up action plans and non-compliance and advisory notices.
- Primary point of contact for partner schools, responsible for day-to-day liaison, and ensuring compliance with our partnership agreement.
- Responsible for accommodation booking processes, acting as primary point of contact for hotel partners.

- Responsible for making all tour and adventure activity bookings and maintaining good working relationships with key contacts.
- Responsible for ensuring all Trip Hosts are equipped with a printed, completed Trip Planner prior to arrival of group and they are given a clear brief on their duties to deliver.
- Collaborating with the Senior Driver ensuring joined up transportation service is in place for groups' planned itinerary and logistical needs.
- Responsible for providing all proposed plans for – partner school allocations, project work, hotels, room allocations – to the UK team via the booking system.
- Supporting the Foundation Coordinator with collation of partner school project work demand, reporting back, with evidence and commentary on project completion, ensuring that funding and tools for groups are in place.
- Ensuring all school, accommodation and group data is accurately loaded into the booking system in collaboration with and through the Office Manager and their team.
- Part of an on-call system providing out of hours team support for issues and emergencies.
- Any other adhoc tasks as required.

Please Note:

Due to the scale of The Gambia programme at launch, the Senior Trip Host shall also undertake the ordering and coordination of vehicle suppliers until such a time that a Senior Driver in a dedicated role is 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 – Programme Manager, Senior Driver, Office Manager, Foundation Coordinator, Trip Hosts.

In the UK – Business Operations Manager, H&S Officer, Programme Officer, Group Travel Coordinators, Travel Operations Manager.

External to African Adventures – Partner Schools, Hotel providers, Community members.

5. Qualifications & Experience

Essential.

- Fluent in English, Mandinka, and Wolof – representing the communities we operate in.

- English reading and writing to a high standard with excellent communication and people skills, including the ability to provide excellent interpretation between English and primary in-country languages where required
- Highly competent in Microsoft (Outlook/365) and communication (Teams/WhatsApp) systems.
- Experience of guiding/hosting groups within a travel and/or educational setting.
- Comfortable presenting and working with large groups including public speaking.
- A valid, in-date, passed and documented security/police/safeguarding check relevant to the country.
- Able to occasionally work unsocial hours and as part of an on-call system supporting delivery of the service to resolve issues and manage emergencies.
- A valid, in-date first aid qualification. (*Can be provided as part of role induction/training*)

Desirable.

- An understanding of the accreditation requirements for the business and charity.
- Knowledge of schools, their management and how the curriculum is structured.
- An understanding of the laws concerning children, education and hotel accommodation in country.
- 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)