

## Operations Executive at Action Challenge International

### **About Action Challenge**

Since 1999, Action Challenge has been at the forefront of organising inspirational challenge events and adventures, both in the UK and globally. Our mission is to create experiences that test and transform, turning ordinary trips into extraordinary adventures. With nearly £100 million raised for charities through our events, we're more than just a travel company; we're a community of adventurers making a difference. We value courage, commitment, and community, aiming to inspire and be inspired by the people we work with and the challenges we undertake.

### **The Opportunity:**

We are excited to announce an opening for an Operations Executive within our International Team, at a time of significant growth for our company. This pivotal role is central to our adventure holiday operations, involving logistical coordination, partner liaison, and participant satisfaction. We're looking for an enthusiastic and organized individual, ready to dive into the world of adventure travel. Whether you have foundational industry experience or a keen eye for detail and a passion for making a difference, we encourage you to apply.

### **You Will Be:**

- A master of organization and communication, adept at juggling multiple tasks and solving problems with creativity and efficiency.
- A team player with a positive attitude, capable of working under pressure and motivated by a passion for adventure travel.
- Detail-oriented, ensuring accuracy in all tasks, from grammar to numbers.
- Technically proficient, particularly in Microsoft Excel, and capable of adapting to new software and systems.
- Customer-focused, dedicated to enhancing participant experiences, with a knack for prioritizing effectively and responding with urgency.
- Flexible and quick-thinking, with a structured approach to organization and a proactive, can-do attitude.

### **Minimum Qualifications**

- Degree-level education (depending on field of study)
- At least 2 years of professional experience in an office environment, with travel industry experience viewed favourably.

- Excellent command of spoken and written English.

### **Key Responsibilities:**

- Lead the planning and executing of international adventure trips, focusing on logistics and group management.
- Collaborate with ground handlers and partners to ensure smooth operations and high-quality experiences.
- Generate accurate and timely documentation.
- Manage travel arrangements.
- Address challenges and emergencies professionally.
- Serve as the first point of contact for suppliers, charities, and customers.
- Contributing to the development of operational policies and procedures.
- Manage customer communications.
- Provide post-sales support.

### **Additional Details:**

- -Location: Based full-time at our Woolwich, London HQ.
- Hours: 09:00 – 17:30, Monday to Friday.
- Salary: £28-32k, dependent on experience.

### **Why Choose Action Challenge?**

At Action Challenge, you'll be part of an organization that values adventure, community, and making a difference. We offer a dynamic work environment, opportunities for professional growth, and the chance to be part of a passionate team committed to creating life-changing experiences.

### **Application Process**

Submit your application to our careers team: [careers@actionchallenge.com](mailto:careers@actionchallenge.com) by April 30th, including your CV and a cover letter that showcases why you're the perfect fit for this role and for Action Challenge. All successful applicants will be contacted by May 5th for a first-stage interview, with a final round including a presentation on a relevant subject matter.