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## Group Tours Operations Manager

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Branch	Nagoya, Japan
Work location	Nagoya, Japan
Full or Part-time	Full time
Reports to	Japan Branch Manager

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### Our Values

In everything we do at InsideAsia Tours we aim to act in line with the company's five core values: Trustworthy, Knowledgeable, Ethical, High Quality, Friendly. These are at the heart of the organization, and the company looks for every individual to demonstrate these values daily.

### Job Purpose

- Ensure smooth delivery of the group tours operations through effective day-to-day team management
- To design and implement strategy to support and actively further sustainable, commercially focused growth of the company's group tours business

### The Role

You will be managing the Group Tour Operations team, who are charged with making the arrangements for the group tours that we run. You will ensure they have clear goals and are motivated to provide the best service to our tour programme managers, tour leaders and customers.

You will be responsible for the team members' performance management (appraisals and check-ins) as well as their training and development. You will be building a dynamic and driven team, with a positive approach to growth and able to ensure we can take advantage of sales opportunities efficiently and effectively.

Working alongside the Group Tour Programme Managers and Ground Manager you will plan for and anticipate future growth in passenger numbers and breadth of our product offering. You will be a key contributor to future groups department strategy.

It is vital that you align your plans with the sales forecasts and growth plans. As such you will need to keep a close eye on forward bookings and liaise with the Sales Director regarding anticipated future sales.

You will be developing our buying strategy for groups ensuring that we use our buying power to build win-win relationships with our suppliers for rates, availability, efficiency and service.



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The role requires people management skills as well as a capacity for strategic planning, project management and commercial strategy planning.

This position will play a full part in the Japan Branch Management Team and contribute to the leadership of the Branch and Company.

### **Who will you be working with?**

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The key relationships for this position will be:

- The managers of our branded, special interest and wholesale group tour programmes: you will be working with these managers to devise the strategy for our group tours product and plan capacity requirements
- Business Development Manager, Nagoya: you will work with our BDM to leverage the group tour buying power we have with our suppliers and develop our buying strategy for groups
- Group tour operations team: this team will report to you and you will be responsible for ensuring the team are delivering the excellent operational facility that we require as well as for their recruitment and training
- Sales managers: to ensure that the team is responding to the needs of our travel consultant team and to put in place an effective feedback loop between customers, travel consultants and group tour operations
- Local office group tour administration teams: to ensure consistency of process and effective team work between teams where work can often over-lap (especially UK Branded Tours team)
- The Ground Staff Manager: working together to ensure that our tour leading staff are getting the support and service needed from the operations team to successfully lead our tours
- Japan branch management team: you will be supporting the branch manager and other managers as they steer the growth and development of the Japan branch and will be expected to show leadership and be a positive role model within the office in general

### **What are we looking for from you?**

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This position is for an experienced manager with a travel industry background looking for the next challenge in their career. You will be the sort of person who embraces growth and the challenges that growth brings.

You will need to be able to work well with other managers and will bring with you project planning, business development and strategic skills to the management team.

Managing a team of operations staff, you will need to provide leadership and maintain a positive working environment and approach even when under pressure.

## **Outputs**

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- Annual department plans, half-year updates and longer-term plans as and when required
- Monthly reports for Japan Branch Manager, Group Tour Programme Managers and Ground Manager
- Annual budget including recruitment, training and payroll
- Year planner for Group Tours Operations Team
- Buying strategy for groups department
- Annual hotel allotment plan
- Appraisal documentation, personal development plans and ongoing records of catch-ups with team members

## **Main tasks and responsibilities**

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- Setting the operational strategy for the group tours department
- Contributing to the commercial strategy for the groups department
- Ensuring resource is in place for growth
- Planning for peak season requirements and arranging flexible extra resource when required
- Assigning duties and balancing workload across the team
- Daily morning mini briefing
- Weekly team meetings
- Appraisals and regular catch-ups
- Communication and information sharing with team members and other managers
- Support and troubleshooting to resolve incidents in operations and on the ground
- Training and development of the team and individuals in the team
- Recruitment of new staff as needed

## **Experience and key skills required**

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- Strategic planning skills
- Experience and knowledge of travel operations
- An understanding of process analysis and development
- Management experience
- Ability to motivate and inspire a team
- Ability to collaborate effectively with senior and board level managers
- Moderate to high-level English language skills
- Confidence with IT systems including Office and database systems

## Desirable attributes

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- Ambitious approach to growth and opportunities
- Understanding of management theories
- Staff training experience
- Knowledge of business development theories
- Tour operating Health and Safety knowledge

## Pay and Conditions

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Salary: Very competitive salary based on experience and including an annual bonus

40 Hours per week

23 days holiday

Social insurance cover

Annual bonus: up to 125% of one month's salary dependent on performance

## About InsideAsia Tours

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InsideAsia Tours Ltd, is a growing travel company whose head office is in Bristol, with other sales branches located in Boulder, Colorado and Brisbane, Australia, and an operations branch based in Nagoya, Japan with a satellite office in Tokyo. The company consists of specialist travel brands, InsideJapan Tours which was established in 2000 and InsideAsia Tours established in 2013 and specialising in travel to South-East Asia. The multi-award-winning company offers unique group tours, tailored travel, and cultural experiences that few get the chance to discover.

Our team have had years of experience living, working and travelling in destination countries, and we offer unrivalled advice and support, whatever the customer budget or personal interests. Our holidays grant people the chance to experience both the popular and little-known aspects of local culture, giving customers an insight into the diverse character of the country they are visiting.

## Work Culture

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You will be working in a vibrant office with a great team of employees all with a passion for the destinations, a belief in the brands and a strong sense of collective values and purpose. Our work culture is supportive, creative and dedicated and is at its best when we all try to lead by example; the more you put in, the more you and the team get out, and it will be important that you play your part.