

Group Leader – New Zealand Group Tours

Lead the adventure. Shape unforgettable journeys. Be the Ultimate vibe.

About Ultimate Travel

ULTIMATE Travel is a youth-focused adventure travel company, creating life-changing experiences for 18–35-year-olds. Our fully guided small group tours across Australia, Southeast Asia, and New Zealand are designed to help young travellers discover epic destinations, immerse in local culture, and make lifelong friends along the way.

Our New Zealand Group Tour is one of our newest and most exciting products, taking travellers through the best of both the North and South Islands—from buzzing cities and thermal wonders to alpine passes and adrenaline-packed adventure towns. With a max group size of 22, this 3-week guided journey is all about bonding, exploring, and living the Kiwi dream.

Auckland Arrival Week Group Leader Role Overview

As a Group Leader on Ultimate's New Zealand Gap year arrival packager, you'll guide up to 22 travellers around Auckland and the Bay of Islands on a weekly basis. You'll be more than just a Group Leader—you'll be a mentor, problem-solver, event host, logistics master, and source that keeps the group buzzing. Your mission? Deliver an exceptional travel experience that leaves every single traveller raving about their trip.

National Tour Group Leader Role Overview

As a Group Leader on Ultimate's New Zealand Group Tour, you'll guide up to 22 travellers across the country over 21 unforgettable days. You'll be more than just a guide—you'll be a mentor, problem-solver, event host, logistics master, and the energy source that keeps the group buzzing. Your mission? Deliver an exceptional travel experience that leaves every single traveller raving about their trip.

Key Responsibilities

Leadership & Safety

Take charge of your group's wellbeing and logistics. You'll manage daily travel, keep everyone informed, and ensure smooth coordination with local operators. You are the first point of contact for your travellers and the key person responsible for making sure every day runs safely and seamlessly.

Group Vibes & Culture

This tour is all about connection. You'll help travellers feel welcome from Day 1, encourage social bonding, and create a fun, respectful, and inclusive group dynamic. From ice-breakers to late-night chats—you're the glue holding it all together.

Storytelling & Insight

You'll bring New Zealand to life through knowledge, storytelling, and genuine enthusiasm. Share tips, fun facts, and local legends about Māori culture, landscapes, wildlife, and must-dos to help elevate your group's connection to the country.

Support & Adaptability

Tours don't always go to plan. You'll need to be calm, adaptable, and ready to troubleshoot anything from delayed ferries to homesick travellers. Your job is to stay composed, keep the group on track, and turn setbacks into opportunities.

Targets & Extras

You'll have KPIs based on traveller satisfaction, participation in optional activities, and commission from upsells. A motivated leader can make great bonus income by encouraging travellers to add-on those once-in-a-lifetime extras.

Communication & Coordination

Work closely with accommodation, transport providers, and activity operators. You'll confirm bookings, coordinate check-ins, troubleshoot logistics, and keep the Ultimate HQ team updated throughout the tour.

What We're Looking For

- A natural people-person who thrives in social group environments
- Confident public speaker with great energy and humour
- Calm under pressure, with solid problem-solving skills
- Deep knowledge and personal experience travelling in New Zealand
- Flexible, self-motivated, organised, and resilient
- Passion for youth travel, culture, and delivering next-level experiences
- Sales-savvy with a goal-oriented mindset
- Able to manage group dynamics and handle occasional conflict

Commitment & Schedule

- Full-time engagement during the tour period
- 21-day tours running throughout summer months or weekly arrival week packages
Flexible, rotating schedule depending on bookings and availability
- Expect long days, early mornings, and dynamic itineraries
- All accommodation provided while on tour (you'll usually have your own room, but always separate from the group)

Requirements

- Full working rights in New Zealand (NZ resident, citizen, or valid working visa)
- Native or fluent English speaker
- Valid First Aid certification (or willingness to obtain before starting)
- Previous experience leading or managing groups preferred
- Deep, firsthand travel experience across both North and South Islands
- Must be able to commit to a 3–6 month contract minimum

Compensation & Perks

- Entry-level pay NZD \$1000/week gross while on tour
- Accommodation (mixed of shared and private room)
- Paid time off accrued during the contract
- Discounts on Ultimate and partner experiences
- Commission opportunities on optional add-ons
- Regular performance reviews and pay increases after 3+ tours

- Ongoing training and leadership development

Important to Know Before You Apply

This role is rewarding but not easy. You are not on holiday—you're responsible for a group's entire experience. It's emotionally demanding, logistically complex, and requires maturity, resilience, and a genuine passion for people. You will be away from friends, family, and your usual comforts. If you're ready to take the lead and give travellers the best 3 weeks of their lives—this is the role for you.