

ULTIMATE Travel is an international gap year and adventure tour company specialising in providing travel experiences for 18-35-year-olds. We operate guided group tours in Australia and Southeast Asia, offering young travelers an exciting way to explore new places, immerse in local cultures, and make lifelong friends.

With our roots deeply planted in delivering memorable, life-changing tours, our Ultimate East Coast Group Tour is a staple experience for backpackers and adventure seekers. These fully guided itineraries span 3 to 7 weeks, allowing travelers to experience the iconic sights and hidden gems of Australia's East Coast. As a Group Leader, you'll be at the helm of these journeys, creating ULTIMATE moments and memories for each traveller.

Role Overview

As an East Coast Tour Leader for Ultimate Travel, your primary responsibility is to lead and manage groups of up to 24-30 travellers on 3 to 7-week Ultimate East Coast Group Tour Itineraries. You'll be responsible for ensuring the safety, enjoyment, and overall satisfaction of the participants throughout the tour. From the surf towns of Byron Bay to the tropical wonders of the Great Barrier Reef, you will be the face of the company, delivering a tour that exceeds expectations, offers engaging experiences, and ensures a supportive, fun environment for the travellers.

Key Responsibilities:

- **Leadership & Safety:** Take responsibility for the group's well-being and safety. You will manage travel logistics, ensure compliance with local laws, and guarantee that every participant feels secure and well-informed during each part of the journey.
 - **Engagement & Fun:** Foster a positive, fun, and supportive environment by encouraging interaction and participation. Whether it's leading group activities, facilitating team-building events, or creating a fun atmosphere, you'll be the spark that drives the group dynamic.
 - **Knowledge Sharing:** You'll act as a leader and mentor, sharing your extensive knowledge of Australia's East Coast, local history, wildlife, and culture. Offering tips and advice to make sure participants can make the most of their experience.
 - **Support & Problem-Solving:** While most tours run smoothly, challenges can arise, such as travel disruptions, participant issues, or group dynamics. Your role is to stay calm under pressure, handle difficult situations quickly and effectively, and provide the necessary support when things don't go to plan.
 - **Target-Oriented:** Each group leader is given targets for overall satisfaction, participation in optional activities, and commissions earned from add-on sales. Targets help us support and reward you.
 - **Coordination & Communication:** Liaise with accommodation providers, day tour activity providers, and local partners to ensure seamless tour experiences. This includes arranging check-ins, activities, meals, and ensuring that all bookings are in place and ready for the group's arrival.
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Desired Qualities in a Group Leader

The ideal Group Leader is an enthusiastic, confident individual with a passion for travel and a genuine interest in delivering exceptional experiences. Below are the qualities we look for in a successful candidate:

- **People-Oriented:** You enjoy interacting with people from different backgrounds, fostering connections, and ensuring every participant feels included and supported. You should have strong interpersonal skills and thrive in a team environment.
- **Confident Public Speaker:** You'll need to communicate with large groups, sharing important information, storytelling, and giving detailed briefs about each destination and activity. A clear, confident, and friendly speaking style is essential.
- **Natural Leader:** You'll guide your group through adventures, both large and small. Having the ability to take charge, give direction, and handle any situation with authority and compassion is vital.
- **Solution-Focused:** Things don't always go to plan on the road. Whether it's a change in the itinerary, a late bus, or a participant's concern, you should be adept at quick problem-solving and remaining composed under pressure.
- **Fun & Engaging Personality:** Your ability to create a lively, enjoyable environment is key to group dynamics. You should be able to bring energy, creativity, and enthusiasm to every aspect of the tour.
- **Target-Driven:** The role offers a base salary plus commission on add-on sales, and successful candidates will have a goal-oriented mindset, keen to achieve the set targets, and willing to go the extra mile to deliver excellent experiences.
- **Resilient & Adaptable:** Long travel days, changing environments, and diverse group dynamics can be challenging. You must be resilient, adaptable, and able to maintain a positive attitude in various circumstances.
- **Extensive Travel Experience on Australia's East Coast:** To succeed in this role, you must have a deep knowledge of the East Coast, its key destinations, hidden gems, and travel logistics. Firsthand travel experience in Australia is essential to provide genuine insights and advice to participants.

Commitment Required

For the East Coast Tour Leader role, we're looking for leaders who are available for at least six months. Tours run throughout the year, and while the schedule may vary, the nature of the role requires flexibility, as you'll often be on the road for extended periods.

- **Full-Time Engagement:** Tours run to a structured roster with a recommended guide of hours. Work outside set structured hours may be required but is never mandatory, and the office is always there to help you manage your time.
- **Adaptable Schedule:** Group tours may run on weekends, and holidays, and could involve early morning or evening activities. The schedule is dynamic and requires flexibility based on the needs of the group and the itinerary.

- Extended Travel Periods: Tours last 3 to 7 weeks, during which time you'll be constantly on the move with the group. You will travel extensively between destinations, coordinating with various local providers to ensure the smooth running of the tour.
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Requirements

- Fluent English speaker.
 - Full working rights in Australia (valid visa or residency).
 - Excellent interpersonal skills and ability to manage group dynamics.
 - Ability to handle difficult situations quickly and effectively.
 - Confident public speaker, capable of engaging and motivating a group.
 - Proven ability to meet and exceed set targets and goals.
 - Extensive travel experience along Australia's East Coast is a must.
 - Fun, engaging, and dynamic personality.
 - Availability for at least 6 months, with tours offered on a contract-by-contract basis.
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Compensation and Benefits

- Base Salary: AUD \$1,150 per week for entry-level group leaders while rostered onto tours. This is a gross salary amount, paid fortnightly.
- Superannuation: We will make superannuation payments on your behalf in accordance with the Superannuation Guarantee (Administration) Act 1992.
- Annual Leave: Leave will be accrued over the contract period, and any remaining accrued leave will be paid out at the conclusion of your contract.
- Benefits: Discounts on travel experiences with Ultimate Travel and partner companies, accommodation during tours, and the opportunity to meet and network with key providers in the Australian tourism industry.
- Salary review is available after completing three tours.

This role is ideal for someone with a love of travel, a passion for helping others have the time of their lives, and the drive to succeed in a fast-paced, dynamic work environment. If you are ready to embark on an exciting career as an East Coast Group Leader with Ultimate Travel, apply now and get ready to lead the adventure of a lifetime!

Important: Please Read Before Applying

Being a Group Leader with Ultimate Travel is an incredible opportunity that offers unforgettable experiences, lifelong memories, and the chance to form lasting friendships. However, it's important to recognise that this role is likely much more challenging than you might expect. There are certain aspects of the job that can be tough, and it's crucial that you fully understand and consider these points before applying:

- You Are Not on Holiday: Your group members are, but you are responsible for ensuring their trip is safe, enjoyable, and runs smoothly. If your primary reason for applying is because you want to travel, this may not be the right role for you.

- **Your Group Comes First:** It's your job to ensure that every single member of your group has the best experience possible. If you don't feel that you can dedicate yourself to providing this level of care and attention to 100% of the group, please reconsider your application.
- **Handling Difficult Situations:** Group members may get sick, experience culture shock, become emotional, or even take a personal dislike to you. While you may not always get along with every individual, you're expected to deliver excellent service and support to everyone in the group, regardless of these challenges.
- **Constant Travel:** Every 2-7 weeks, you'll be welcoming a new group of travellers, getting to know them, and then saying goodbye. This can be both physically and emotionally exhausting. The lifestyle of a Group Leader can sometimes feel lonely, especially if you're away from friends and family for extended periods. If you have a partner, think carefully about the demands of the role, as partners cannot join you on your trips.
- **Self-Reliance:** While Ultimate Travel provides as much support as possible, there will be times when you'll need to make decisions on your own, especially when there is a time difference or you are in areas without coverage. You must feel confident in your ability to think on your feet and make sound decisions. The 24/7 Office Emergency Line and Operations team are always there to back you up.
- **People-Centric Role:** This job is all about working with people. You'll spend large amounts of time living and interacting with people from different nationalities, ages, and backgrounds. Being comfortable and effective in this environment is crucial.
- **Varied hours of work:** In this role, you will find yourself working six hours one day and three the next. Each day of your itinerary requires varied hours of work depending on your location. You should be able to adapt to varied working hours and manage your own breaks and rest times. There's a recommended guide of hours on each tour, with breaks and days off built in, and how you use them is up to you.
- **Accommodation:** While on tour, your accommodation is included. Accommodation styles vary depending on the location. You should be comfortable sharing rooms with other crew and accommodation guests. Where possible, you will be in a private room. You are always in sleeping quarters away from your tour group.

If you fully understand the above points, are genuinely committed to the role, and believe you have what it takes to be a successful Group Leader, we encourage you to apply as soon as possible!