

VACANCY

Tour Manager

Reporting to: Director - ACFEA Tour Consultants
Position type: Permanent / full-time
Location: Remote working, with flexibility to work from our Ealing Offices
Salary: £31 - £35,000 pa according to experience
Application deadline: Sunday, 20 November 2022, 12 noon
Interviews: Interviews to be held w/c 21 Nov 2022
Start date: ASAP (exact date to be confirmed)

ACFEA Tour Consultants seeks a passionate and enthusiastic Tour Manager to join our team operating concert tours for non-professional music ensembles travelling primarily within Europe. The ideal candidate will have a creative flair for project management, exceptional attention to detail, good communication skills and an ability to work well under pressure. Extensive knowledge of classical music as well as European travel experience required. At least 3 years' experience in an office administration role is essential, ideally within a music-related field. A good working knowledge of at least one other European language is an advantage. The role involves opportunities for international travel.

How to apply:

Please email CV and covering letter to Helen David at recruitment@acfea.co.uk - please include the position you are applying for in the subject.

We will select candidates for interview based on the Person Specification attached. Please ensure that your covering letter describes fully how your experience, knowledge and skills match our Person Specification. The interview will take place via Microsoft Teams video call. Due to the high level of applications anticipated, only those selected for interview will be contacted.

All applicants must be permitted to work in the UK and hold a relevant work permit where necessary. This is not a role for which Specialised Travel Ltd will act as a sponsor for a visa application.

About ACFEA Tour Consultants

ACFEA Tour Consultants arranges tailor-made concert tours throughout Europe and worldwide for choirs, orchestras and bands. The Company was founded in London in 1955 to provide university study-abroad programmes and concert tours for American groups in Europe under the name "Associate Consultants For Education Abroad". We have offices and representatives in Europe, the USA, Mexico, South Africa, China, Hong Kong and Australia. ACFEA Tour Consultants is a division of Specialised Travel Ltd, the leading provider of travel services to the performing arts world. For further information see www.acfea.co.uk

Additional information

You will be employed by Specialised Travel Ltd. We work remotely, but there is the option to work/meet at the Company's offices at Craven House, 40-44 Uxbridge Road, London, W5 2BS. The nearest tube is Ealing Broadway. This position requires the successful candidate to undertake travel around the UK and the EU.

Remuneration and Benefits

Salary is negotiable, depending on experience. The post carries 20 days of paid holiday per year in addition to statutory bank and public holidays. Holiday entitlement increases with years' service.

All employees are auto-enrolled onto the Company pension scheme on successful completion of a probationary period. Other benefits are available, including a health cash plan with Healthshield.

Office hours

Normal working hours are 9.30am to 5.30pm with one hour for lunch. You will be expected to work such hours as the business reasonably requires. We do not pay overtime outside of office hours, as your salary reflects this possibility. Willingness to travel and work out of office hours required. We offer time off in lieu for weekends worked whilst travelling.

References

All appointments are subject to the receipt of at least two satisfactory written references.

JOB DESCRIPTION

Tour Manager

ACFEA Tour Consultants (a division of Specialised Travel Ltd)

Taking full responsibility for a portfolio of 12-15 tours per year, primarily for American groups travelling within Europe. Duties will include all aspects of tour planning and administration, including:

Tour management

- Sourcing and booking concert, accommodation, meal, sightseeing and travel arrangements in liaison with local suppliers and representatives
- Liaising daily with ACFEA offices worldwide on tour developments
- Preparing tour documentation such as concert lists and hotel rooming lists
- Recruiting, contracting and briefing couriers to accompany groups on tour
- Designing itinerary booklets and concert publicity using Canva and Microsoft Publisher
- Updating the touring database and maintaining archives using Insightly
- Administrating health & safety audits where required
- Researching new touring destinations and forging new relationships with suppliers worldwide
- Providing 24-hour on-call support in case of emergencies whilst groups are on tour

Financial administration

- Taking responsibility for tour budget management
- Issuing invoices and approving outgoing payments
- Inputting and managing financial data using Microsoft Excel and Xero accounting system

Site inspections & external meetings

- Conducting site inspections to assess concert venues and hotels abroad
- Accompanying clients on site inspections to European tour destinations
- Possibility of accompanying groups on tour as courier (subject to language skills; criminal records disclosure may be required)
- Giving occasional sales and pre-departure presentations to clients in the UK using PowerPoint
- Meeting clients in the UK to discuss tour arrangements

Specialised Travel Ltd is committed to diversity, inclusivity and equality of opportunity in all working practices.

PERSON SPECIFICATION

E = Essential D = Desirable

CRITERIA	STANDARD	E/D	MEASURED BY
Experience	At least 3 years office experience, ideally in a classical music-related field	E	Application/Interview
	Track record in project management	E	Application/Interview
	Experience of budget management and financial decision-making	E	Application/Interview
Knowledge	Knowledge and appreciation of classical music (degree level or equivalent)	E	Application/Interview
	Knowledge of European destinations and a passion for travel	E	Application/Interview
Skills	Ability to produce accurate work to tight deadlines with multiple priorities	E	Application/Interview
	Customer service orientated approach and ability to deal with a broad range of people	E	Application/Interview
	Flexible manner and ability to remain calm under pressure	E	Application/Interview
	Fluent English, with ability to communicate clearly in writing and orally in meetings & presentations	E	Application/Interview
	ICT skills: Office 365 / Outlook, Word, Excel Canva, Publisher, PowerPoint & Xero, Working knowledge of social media	E D	Application/Interview
	A good working knowledge of at least one other European language	D	Application/Interview
	Valid driving licence	D	Application

Couriers for Youth Groups Policy on Disclosure reports from the Disclosure and Barring Service

As part of our commitment to health & safety, Specialised Travel Ltd requests couriers working with youth groups to disclose their criminal records (exempted from the Rehabilitation of Offenders Act (ROA) 1974, Exceptions Order 1975). This applies to all youth tours which Specialised Travel Ltd has contracted directly, as well as to incoming youth tours from Australia.

Employment will be confirmed subject to a satisfactory Enhanced Disclosure report from the Disclosure and Barring Service (DBS).

The Disclosure will contain details of all convictions on record including spent and unspent convictions, cautions, reprimands and final warnings. It will also contain information from local police records and the Independent Safeguarding Authority (ISA) barred lists. See <https://www.gov.uk/dbs-check-applicant-criminal-record> for further information.

Specialised Travel has appointed DDC (Due Diligence Checking) as the umbrella body for obtaining access to criminal records from the Disclosure and Barring Service. See www.ddc.uk.net for further information. Once an offer of courier work has been made, Specialised Travel will arrange for DDC to email a link so the courier can make an online application. Once the courier has completed the online process, the courier should send to Specialised Travel the required ID documents for verification.

Couriers not resident in the UK must apply for criminal records disclosures from their own country of residence. They must disclose to Specialised Travel their full criminal record details, including cautions, reprimands or final warnings, as well as any convictions. Couriers living overseas should consult their Embassy for advice on how to access their criminal records.

Couriers will be required to reapply for a disclosure report every 3 years.

Data Protection

Given the confidential nature of criminal records, Specialised Travel will ensure that all Disclosure information is stored securely. Documents will be stored securely, with restricted access limited to senior members of staff involved in the recruitment. In accordance with section 124 of the Police Act 1997, Disclosure information is only passed to those who are authorised to receive it in the course of their duties. We maintain a record of all those to whom Disclosures or Disclosure information has been revealed and we recognise that it is a criminal offence to pass this information to anyone who is not entitled to receive it. Disclosures will be destroyed within 6 months. However, Specialised Travel may keep a record of the date of issue of a Disclosure, the name of the subject, the type of Disclosure requested, the position for which the Disclosure was requested, the unique reference number of the Disclosure and the details of the recruitment decision taken.

We make available to all couriers our company Privacy Policy which includes detailed information on how we use and protect your personal data. This is available online at www.acfea.co.uk

Policy statement on the recruitment of ex-offenders

This written policy on the recruitment of ex-offenders is made available to all Disclosure applicants:

As an organisation using the Disclosure and Barring Service to assess applicants' suitability for positions of trust, Specialised Travel complies fully with the DBS Code of Practice and undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of conviction or other information revealed.

Specialised Travel is committed to the fair treatment of its staff, potential staff or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background.

We actively promote equality of opportunity for all with the right mix of talent, skills and potential, and welcome applications from a wide range of candidates, including those with criminal records. We select all candidates based on their skills, qualifications and experience.

A Disclosure is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For courier positions where a Disclosure is required, all application forms, job adverts and recruitment briefs will contain a statement that a Disclosure will be requested in the event of the individual being offered the position.

We ensure that all those in Specialised Travel who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. We also ensure that they have received appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders, e.g. the Rehabilitation of Offenders Act 1974.

Before an offer of employment is confirmed, we ensure that an open and measured discussion takes place with the courier regarding any offences or other matter that might be relevant to the position (exempted from the Rehabilitation of Offenders Act (ROA) 1974, Exceptions Order 1975). Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment.

We make every subject of a DBS Disclosure aware of the existence of the DBS Code of Practice and make a copy available on request. We undertake to discuss any matter revealed in a Disclosure with the person seeking the position before withdrawing a conditional offer of employment.

Having a criminal record will not necessarily bar you from working with Specialised Travel Ltd. This will depend on the nature of the position and the circumstances and background of your offences.

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