



Program Manager – Cape York

Travel Operations Coordinator & Accounts Manager

Position Description

Key Relationships	<ul style="list-style-type: none">• Reports to the Head of Region• Red Earth schools & groups travelling• Liaises with Operations Manager, Business Development Team• Regional suppliers & contractors
Location of Role	<ul style="list-style-type: none">• Sydney CBD office• 20 days of travel to the region per year• Interstate travel to our partner schools (15 days per year)
Term	<ul style="list-style-type: none">• Full-Time
Value	<ul style="list-style-type: none">• \$75,000 - \$82,000 p.a. including superannuation, including \$100 per night allowance for remote travel• 6 weeks paid annual leave + days in lieu

Introduction

Are you an experienced account manager in the travel, education, tourism or events space? Are you exceptional at logistics, booking and managing suppliers with an impeccable attention to detail? Are you ready for your next long-term role at rapidly scaling organisation? Are you committed to the continuous improvement of program delivery?

Red Earth is growing quickly, and we are looking for a driven Travel Operations Coordinator and Account Manager who is passionate about helping young people connect to the Indigenous homelands of in Cape York. This is an amazing chance for someone to deliver programs across Cape York, working at the cross-roads of education, tourism and the Indigenous space. This role will be primarily Sydney based but with opportunity to travel to our partner homelands in Cape York.

Team Outline

We are a small social enterprise with 20 employees focused on connecting school students to remote Indigenous Australia. We do this by creating ten-day Immersion programs to remote Indigenous communities and homelands where students learn from Elders, visit cultural sites, and volunteer on a service project in the community. As we are a small organisation, all employees work closely with one another.

Role Outline

Travel Operations Coordinator & Account Managers are charged with organising our immersions to remote Indigenous homelands and managing our school relationships. The role has 5 main components:

1. Managing school and account relationships
 - Maintaining regular and professional communication with schools
 - Presenting our pre-departure program at schools
 - Gathering feedback post-immersion
2. Planning for and booking our immersion programs



- Booking flights, tourism, transport & maintaining relationships with our suppliers & providers in the region
- Organising catering for the immersion groups
- 3. Supplying Red Earth leaders and volunteers with information regarding their immersion(s)
 - Providing professional, timely and accurate information to Red Earth staff
 - Communicating clearly and regularly with Red Earth staff assigned to your immersions
 - Collating specific information from across the business to disseminate to leaders
- 4. Liaising with the Operations team to deliver immersions
- 5. Work on the ground in remote communities (about 15 days a year), regular interstate travel to present to school groups (15 days per year), and 6 weekends per year on-call supporting our immersion teams who are in the field.

The role will primarily be office based, however there will be opportunities to travel to remote communities and work on the ground. Ideally, the Program Manager will be energetic, have a keen attention to detail, and a passion for experiential educational programs.

Desired Knowledge, Skills & Experience

- 3+ years Account management experience
- Experience booking and planning group travel or event management
- Experience working with schools
- Experience working in the Outdoor Education field is desired, but not essential
- Strong organisation skills, and the ability to work within a team
- Ability to work to strict timelines with independence and dedication
- Excellent interpersonal and people management skills
- Highly skilled in Microsoft suite of products
- Tertiary qualification ideal but not essential
- Knowledge or experience in remote Indigenous communities

How to Apply

To apply for this position, email your CV and a Cover Letter to:

Stuart Gregg: stuart@redearth.edu.au; and
Nick Brown-Graham: nick@redearth.edu.au

Please address the Desired Knowledge, Skills & Experience and Role Outline in your cover letter.

Red Earth is an equal opportunity employer. In particular, we encourage people who identify as Aboriginal and or Torres Strait Islander to apply.