



ROLE DESCRIPTION

Tour Leader

Role overview	TWE strives for excellence in wilderness travel. As Tour Leader, you play an essential role in achieving this goal. You will lead single- and multi-day bushwalking tours in specified Tasmanian wilderness areas. You are responsible for the safety and well being of clients and tour assistants, and for ensuring to the best of your ability, that client experiences are enjoyable and positive. Client to guide ratios and group sizes will be in accordance with the Tasmanian Parks and Wildlife Service Walking Track Management Strategy.
Responsible to	TWE Principal: Graham McLean
Qualifications	Certificate 111 in Outdoor Recreation (or BMLC or equivalent) Level 11 First Aid Food Handling Certificate Driver's Licence (Light Rigid)
Experience	Demonstrable experience and success in: <ul style="list-style-type: none">• leading single- and multi-day tours on specified Tasmanian wilderness tours• managing groups in various seasons, weather and track conditions• preventing and managing potential or actual risks on the track or in camp
Other expectations	You must: <ul style="list-style-type: none">• be reliable and punctual• advise of any special dietary needs on employment• demonstrate sound navigational skills for tracked and untracked areas• deal with a range of personalities and situations positively and calmly• support clients to achieve a bushwalking "peak experience"• apply "minimal impact" bushwalking principles and practices• demonstrate good organisational skills relevant all aspects of tour leading• demonstrate a reasonable knowledge of Tasmania's fauna and flora• assign appropriate responsibility to and supervise performance of tour assistants• prepare good, well-presented meals for clients hygienically and efficiently• neither carry nor consume alcohol or recreational drugs while on tour



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Key duties

Duties occur across three phases: pre-tour, tour and post-tour. You will receive Standard Operating Procedures (SOP) for these phases. Here is a summary of key duties:

Pre-tour

- familiarize yourself with TWE's emergency response systems
- drive bus from Base Camp Tasmania to Hobart airport/city, collect clients and return if required
- check, allocate and weigh equipment, gear and food
- help during and wash-up after evening meal
- orientate clients to tour, safety requirements, roles and responsibilities

Tour

- take "head count" at tour start and after all stops
- assign daily responsibilities to tour assistants and monitor performance
- orientate clients and assistants to daily route, stops, points of interest
- monitor the progress and well-being of clients and assistants
- respond to health problems immediately according to SOP
- manage camp set-up, assisting clients with tents, bedding etc
- manage food preparation and clean-up
- maintain a daily log of events and activities
- ensure "minimal impact", hygiene and safety principles are followed

Post-tour

- return with clients and advise them of post-tour activities
- unpack, check, clean and store equipment according to SOP
- distribute and collect tour evaluation forms from clients
- complete tour report and discuss tour log with Principal
- drive clients to airport if required

Performance evaluation

You will evaluate your own leadership performance for each tour and receive feedback from clients and the Principal. You are expected to offer suggestions on how you and TWE can improve overall performance, efficiency and client satisfaction.