



## ROLE DESCRIPTION

### Assistant Tour Leader

<b>Role Overview</b>	As Assistant Leader, you play an essential support role in all TWE tours. You will assist and support the Tour Leader on single-day and multi-day bushwalking tours in specified Tasmanian wilderness areas. You will help ensure the safety and well being of clients and work colleagues, and you will help make client experiences enjoyable and positive.
<b>Responsible to</b>	Tour Leader
<b>Qualifications</b>	Certificate III in Outdoor Recreation (or BMLC or equivalent) Level II First Aid Food Handling Certificate Driver's Licence (Light Rigid) Public Passenger Vehicle Certificate
<b>Experience</b>	Demonstrable experience and success in: <ul style="list-style-type: none"><li>• assisting multi-day tours on specified Tasmanian wilderness walking tracks</li><li>• assisting groups in various seasons, weather and track conditions</li></ul>
<b>Other expectations</b>	You must: <ul style="list-style-type: none"><li>• be reliable and punctual</li><li>• advise of any special dietary needs on employment</li><li>• respond effectively to the Tour Leader's requests and requirements</li><li>• demonstrate sound navigational skills for tracks graded T4</li><li>• deal with a range of personalities and situations positively and calmly</li><li>• support clients to achieve a bushwalking "peak experience"</li><li>• apply "minimal impact" bushwalking principles and practices</li><li>• demonstrate good organisational skills relevant to all aspects of the tour</li><li>• demonstrate a reasonable knowledge of Tasmania's fauna and flora and landforms</li><li>• help prepare good, well-presented meals for clients hygienically and efficiently</li><li>• neither carry nor consume alcohol or recreational drugs while on tour</li></ul>



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**Key duties** Duties occur during three phases: pre-tour, tour and post-tour. You will receive Standard Operating Procedures (SOPs) for these phases. Here is a summary of key duties that the Tour Leader will assign to you:

**Pre-tour**

- check, allocate and weigh equipment, gear and food
- prepare the vehicle (petrol, water, tyres, oil, windscreens, spares, emergency equipment, etc)

**Key duties (cont)**

**Tour**

- report and respond to any client health and well-being problems according to the SOP
- help set up camp, assist clients with tents, bedding etc
- help prepare food and clean up after meals
- adhere to “minimal impact”, hygiene and safety principles
- help train Tour Assistants in camp set-up and other tour responsibilities

**Post-tour**

- complete tasks as assigned by Principal

You may be required to assume tour leadership if the Tour Leader is unable to continue in that role. Wherever possible, TWE’s Principal will discuss and confirm the circumstances and associated responsibilities. If the Tour Leader becomes incapacitated on tour, the Tour Assistant must assume the Leader’s responsibilities and initiate the Emergency Response SOP immediately.

**Performance evaluation**

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