



Job Description – The Dragon Trip Group Head of Operations

The Dragon Trip Group is recruiting a Head of Operations to oversee the planning, implementation, managing and running of all the company's operational activities globally (based in our Ho Chi Minh City office). We are a tour operator, so operations for our company refers to the organizing and operating of the tours themselves.

Our company operates three brands across the youth travel space:

- The Learning Adventure (school trips for university and school students)
- The Dragon Trip (adventure tours for backpackers in Asia)
- The Coyote Trip (adventure tours for backpackers in North America)

All brands are youth-focused tour operators which share the same mission: to expand minds through transformative travel experiences.

We're seeking someone who has experience in handle the operations of a large travel company, integrity, interpersonal aptitudes, strong communication abilities and (like all of our team) is highly passionate about the positive impact travel can have on young people.

Responsibilities:

- **Oversee the Heads of Departments, who run operations teams for our different brands across different regions:** We have operations teams and management in our Vietnam, London and New York office. You'll directly manage the department heads and ensure the operational departments are delivering excellent trips.
- **Form part of the Leadership Team:** You'll be the operational voice at all major strategic meetings.
- **Develop our operational systems for growth:** Take a lead in ensuring the company is operationally prepared to rapidly move from a medium- to a large-sized organization.
- **Communication:** You'll provide operational updates to the team, CEO, and Board of Directors. You'll work closely with sales and marketing so that together, we deliver on day-to-day objectives, but also deliver longer-term growth and innovation.
- **Finance:** Set targets and build mechanisms to ensure these targets are met, regarding trip costs and other operational budgets. Invest strategically within the department.
- **Safety:** Prioritize safety above all other company activities at all times. Take a lead in building a culture where safety is paramount, and ensure all departments are fulfilling their safety responsibilities. You'll take a lead in handling serious incidents.
- **Represent:** Be a senior managerial face of the company to our teams and other key stakeholders, such as shareholders and investors.



Competencies:

- **Managerial excellence:** You'll be overseeing a team of high performing managers.
- **Operational ability:** You'll have a degree + additional qualifications + experience in tour operations.
- **Strategic ability:** You'll work alongside the Leadership Team and other senior managers to make bold but smart strategic decisions, which achieve our growth objectives and are aligned with our values and mission.
- **Communication ability:** Work with and inspire teams across a variety of departments.

Experience:

- At least 8 years working in operations, and experience in senior managerial roles.
- Have demonstrated a passion for travel or international education.

What you get from us:

- **Responsibility:** Freedom to execute on your ideas, plan your own schedule and build the change you want to see in the organization.
- **Support:** We'll invest time in you to allow you to succeed. It is important to us that our team members develop professionally during their time with us.
- **Opportunity:** We are a rapidly growing company in our space. We expect to move from a medium- to large-sized entity within 2 years, and you will be in the top level of management.
- **Fun, growing team:** Be part of the action and grow alongside us.

Terms:

- Reporting to the CEO.
- Based in our Ho Chi Minh City, Vietnam office.
- Competitive salary.

How to apply:

- Send your resume and brief self-introduction to: lucy.west@thedragontrip.com.