

## Tour Manager

Oversees the operations of Downunder Farmstays as a Tour Manager, ensuring the smooth delivery of Farmstay experiences. Responsibilities include appointing, training, and managing local coordinators; organizing arrival and departure logistics for visiting groups; recruiting and inspecting both new and existing host farm accommodations; and ensuring a safe, supportive, and welcoming environment for all guests.

### Performance Indicators

S.no	Performance indicator	Measurement of performance indicator	Assessment period
1	Team Leadership and Coordination	The Tour Manager is expected to recruit, train, and manage a network of local area coordinators across the region they are managing. Performance in this area is demonstrated through effective leadership, consistent communication, and the ability to maintain a reliable, motivated team capable of delivering excellent guest support and farm inspections.	6 months
2	Host Farm Network Management	Success in this role includes sourcing, onboarding, and maintaining a high-quality pool of host farms. The Tour Manager should ensure host families meet Downunder Farmstays' standards and remain engaged with the program. Positive relationships, timely issue resolution, and proactive farm visit scheduling are key indicators of performance.	6 months
3	Guest Experience and Operational Efficiency	Delivering a smooth and enjoyable experience for Farmstay guests is a core focus. Performance is measured through the accurate and timely coordination of guest arrivals and departures, responsiveness to guest needs, and overall satisfaction levels. The Tour Manager should ensure minimal disruptions and a high standard of service delivery.	6 months

S.no	Performance indicator	Measurement of performance indicator	Assessment period
4	Health, Safety, and Incident Management	The safety and wellbeing of guests must be prioritized at all times. The Tour Manager is responsible for addressing reported incidents promptly, ensuring appropriate follow-up, and promoting a safe environment across all Farmstay locations. Performance is evaluated on responsiveness, communication, and preventative action planning.	6 months
5	Stakeholder and Relationship Management	Building strong, positive relationships with stakeholders—including host families, coordinators, schools, and agents—is essential. The ability to engage effectively, resolve concerns diplomatically, and maintain trust across all relationships is a key indicator of success.	6 months
6	Financial Oversight and Administration	The Tour Manager is responsible for managing host payments, receipts, and financial reporting for all operations. Accuracy, timeliness, and adherence to financial protocols will be used to evaluate performance in this area.	6 months
7	Adaptability and Problem Solving	Flexibility and the ability to manage change are essential traits for this role. The Tour Manager should demonstrate sound judgment and creativity when addressing unexpected challenges such as last-minute itinerary changes, guest concerns, or environmental disruptions. Success is reflected in the ability to maintain program continuity and guest satisfaction despite unforeseen issues.	6 months

S.no	Performance indicator	Measurement of performance indicator	Assessment period
8	Communication	<p>Effective communication is essential for the Tour Manager to successfully liaise with a variety of stakeholders including local coordinators, host farm families, guests, tour operators, school leaders, and partner organizations. The Tour Manager is expected to demonstrate clear, timely, and professional communication across all channels—whether verbal, written, or digital. Success in this area is reflected in the ability to provide accurate information, respond promptly to inquiries or issues, facilitate smooth coordination between parties, and foster a collaborative and positive environment. Maintaining regular updates and ensuring all stakeholders are well-informed supports the overall efficiency and reputation of the Downunder Farmstay program.</p>	6 months
9	Other Duties	Perform other duties when required.	6 months

## Roles and responsibilities

### Team Leadership and Oversight

- Recruit, train, and manage local area coordinators responsible for meeting and greeting Farmstay guests
- Train and supervise selected coordinators to conduct host farm inspections, ensuring standards of safety, cleanliness, and hospitality are maintained

### Host Farm Network Management

- Source, assess, and onboard suitable host farms to support program growth and expanding markets
- Regularly monitor and review host farm performance to ensure compliance with program expectations and guest satisfaction

### Tour Operations and Guest Logistics

- Coordinate all logistical arrangements for visiting Farmstay guests, including arrivals, departures, transportation, and scheduling
- Ensure a seamless and enjoyable experience for all guests, from arrival to departure

### Guest Safety and Incident Response

- Prioritize the health, safety, and well-being of all Farmstay guests
- Respond promptly to any incidents or issues, ensuring they are addressed and resolved appropriately

### Stakeholder and Host Relations

- Maintain strong, ongoing relationships with farm host families keeping in mind their safety and well-being

- Serve as the first point of contact for resolving host-related queries or concerns

## **Financial and Administrative Management**

- Manage payments, receipts, and other financial transactions related to Farmstay operations
- Ensure accurate record-keeping and compliance with internal financial protocols

## **Additional Duties**

- Perform other tasks and responsibilities as required to support the overall success and reputation of the Downunder Farmstays program

## **Previous experience**

- Proven management and organizational skills, with the ability to handle multiple tasks and deadlines
- Strong commitment to delivering high-quality customer service throughout all stages of the tour experience
- Excellent interpersonal and communication abilities, both verbal and written, to engage effectively with guests, hosts, and partners
- High level of cultural awareness and sensitivity, ensuring respectful and inclusive experiences for international and domestic guests
- Ability to build, develop, and maintain positive relationships with a wide range of stakeholders, including schools, agents, transport providers, and host families
- Skilled in coordinating group logistics such as itineraries, transport, accommodations, and activities
- Experience in managing on-the-ground tour operations, including guest check-ins, troubleshooting, and daily support
- Capable of resolving issues calmly and efficiently, ensuring guest satisfaction and smooth tour operations
- Attention to detail in handling bookings, documentation, and compliance with health and safety protocols
- Competent in using booking systems, spreadsheets, and communication tools to manage and track tour arrangements
- Ability to work independently as well as part of a broader team, often in a dynamic or fast-paced environment
- Flexible and adaptable to last-minute changes or travel-related challenges

## **Education**

- Cert III or higher in Tourism/ Business

## **Checklists**

- **Onboarding Checklist:** Onboard Checklist

- **Offboarding Checklist:** Offboard Checklist