

Noukhada Adventure Company – Job Description

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Author: Mark Freeman

Job Title: Senior Guide, Dragonboat

Reporting To: Operations Manager and General Manager

Introduction

This role is as much about DB coaching as building a social club.

Abbreviations

- AD – Abu Dhabi
- DB – Dragonboat
- eqpt – equipment
- GM – General Manager
- HR – Human Resources
- LG – Lead Guide
- NAC – Noukhada Adventure Company
- op – operational
- OM – Operations Manager
- quals – qualifications
- SGD – Senior Guide, Dragonboat
- trg – training
- UAE – United Arab Emirates

Scope of work

September through to June every year. The SGD is in charge of developing and delivering the DB business for NAC in AD, UAE. He/ she works mainly on the water and occasionally in the office. The function is one of hands on, customer facing, business and membership development, operational delivery and HR development. The SGD will develop and deliver all DB operations according to the manual and safety plans and ensure the safe and profitable operation of the business. The SGD is expected to participate in the majority of the other NAC adventures, especially kayaking, but focus on DB.

Remuneration

- Basic salary AED 3,000 to 6,000 per month (depending on DB skills and qualifications¹); plus/ in addition
- 35% of basic salary as accommodation allowance; plus
- 5% of basic salary as transport allowance;
- Medical insurance (according to AD, UAE requirements)

Minimum quals and experience:

- 21 years old;
- DB and/ or kayak certified;
- Adventure/ water sports experience => 3 years;
- First aid trained and certified.

Competencies:

- Excellent spoken English and good/ excellent written English;
- DB coaching and/ or quickly able to gain qualifications in DB;

¹ If the candidate has relevant sailing or kayaking qualifications this will be at the upper end.

- IT competent;
- on Facebook and competent;
- Can swim;
- Hands on character;
- Environmental awareness and care;
- Culturally aware and sensitive;
- Can drive with driving licence;
- Capable of being an NAC LG within 4 weeks;
- Capable of driving a small powered safety boat;
- Good interpersonal and hospitality skills.

Duties and key responsibilities: The SGD is to:

G1 – Human Resources:

- help select staff;
- organise trg and coaching for staff;
- maintain quals and trg records;
- ensure that DB members needs are responded to;
- ensure that all DB members, staff and associates are appropriately qualified and certified;
- make HR proposals to the OM.

G2 – Marketing and Sales:

- review the DB website page and social media and provide constant updates to both;
- liaise with existing and prospective DB members;
- respond to enquiries promptly and accurately;
- improve revenue and work to set financial targets;
- encourage participants to experience other NAC adventures; and
- make marketing and sales related proposals to the OM.

G3 – Operations:

- ensure that op standards are met;
- ensure that DB safety briefs are given correctly and clearly;
- provide op delivery of DB safely and efficiently;
- edit DB policies, procedures and syllabus;

- ensure the safety of participants and staff;
- ensure that eqpt is safe, useable and presentable;
- liaise with the OM regularly to maximize eqpt and guide usage;
- ensure that Checkfront is updated;
- operate the safety boat;
- complete incident reports where necessary;
- discipline staff when required;
- report on a weekly basis on business performance.

G4 – Admin and Finance

- maintain and account for petty cash;
- maintain the maintenance and service list for all eqpt;
- make recommendations for maintenance and repairs;
- submit daily summary sheets and cash to the office daily;
- conduct monthly inventory/ fleet check.

G5 – Legal and Liaison: Liaise with relevant agencies related to ops.

Work Contacts: DB members and guests, daily; OM, weekly; LGs and all direct reports, daily;

Supervisory Responsibility: All DB members, guides and guests.

Measurements:

- safety record;
- DB member numbers;

- DB member and staff satisfaction;
- Revenue growth and Profitability (gross profit).

Authority Limits: To be developed as part of the business plan but, within agreed budgetary constraints.

End

