

ETHOS Job Vacancy

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Summary

Job vacancy ideal for those with NGO experience or ambitions of working for an INGO. Strong organisational skills and ability to work autonomously are essential. The position will create opportunities to interact with customers from all around the world on a daily basis. This position is for a **Vietnamese National**.

About ETHOS

ETHOS are small, specialist, tour organiser that operate as a Social Enterprise. Social enterprises are businesses that trade to tackle social problems, improve communities, people's life chances, or the environment. ETHOS make money as a social enterprise through tourism services and by selling traditional handicrafts. Finances are then used to support a wide-ranging catalogue of projects that promote Vietnamese culture and improve the lived of those in difficult circumstances.

ETHOS provides well-designed tours that connect travellers to Sapa and its people, creating authentic, unforgettable travel experiences. We provide tours for people of varying ages and fitness levels that want to experience Sapa within a range comfort zones. We practice sustainable and responsible tourism, and therefore ETHOS appeals to the ethically conscious traveller. ETHOS also provides periodic opportunities for volunteerism, both for Vietnamese and foreign nationals.

THE PURPOSES OF ETHOS:

- To preserve, promote and enhance traditional culture and practices.
- To minimise ill health and unnecessary suffering.
- To eliminate extreme poverty by removing systematic barriers.
- To initiate small scale sustainable development projects for capacity building
- The empowerment of women through literacy and increased opportunity.
- To minimise waste and support local conservation and environmental protection efforts.

ETHOS Projects

At any given time, ETHOS have a range of ongoing social develop projects. These projects are all designed to assure sustainability and reflect the specific needs of the communities in which we work. More information about current projects can be found here:

<http://www.ethosspirit.com/ethosgiving.html>

ETHOS Tours

Any travel experience with ETHOS is designed to allow for a unique opportunity to support the local ethnic cultures while enjoying the diversity and beauty of the area in which we operate. All tours respect the region's cultural diversity and provide a sustainable income source for local communities. ETHOS runs on social enterprise principles: working hard and giving back to Sapa and all ethnic minorities. We are made up of inter-connected pieces: the support projects within the local community and the tour operation which facilitates the day to day running of the organisation.

Social enterprises are businesses that trade to tackle social problems, improve communities, people's life chances, or the environment. ETHOS make money as a social enterprise from selling traditional handicrafts and via tourism services. ETHOS provides well-designed tours that connect travellers to Sapa and its people, creating authentic, unforgettable travel experiences. We provide tours for people of varying ages and fitness levels that want to experience Sapa within a range comfort zones. We practice sustainable and responsible tourism, and therefore ETHOS appeals to the ethically conscious traveller.

Position: Operations Manager

The exciting position we have available is that of operations manager. The chosen candidate will be responsible for logistics, confirmations, planning, customer care, transportation and group dynamics. You will also brief guests on local history and culture. You will work with project manager to run the office smoothly throughout the day.

Requirements:

- Willingness to relocate to Sapa.
- Excellent spoken and written English.
- Outgoing, confident and sociable.
- A love of Vietnam and its cultural heritage.
- Honest, enthusiastic, driven, and hard working.

Interests and qualities:

To be an operations manager you should have:

- an interest in working with people from diverse backgrounds and cultures.
- excellent communication skills in Vietnamese and English, and an ability to present information in an interesting way.
- excellent in telephone manners.
- good organisational skills for project work, planning tours and the ability to manage your time effectively.
- an awareness of health and safety issues.
- Flexibility and adaptability to handle a multitude of tasks that may be on the go at the one time.
- a capacity to take responsibility and make decisions independently.
- a natural compassion towards others in difficult circumstances.
- competent skills with Microsoft Excel and Word.

Working conditions and benefits:

Wages: negotiable upon successful interview.

Benefits: National Insurance. Lunch is included per day. Company trips.

Working hours and conditions: 7.30am – 5.30pm. Work is for 6 days a week. 14 days of paid holidays per year, excluding national holidays. Working in tourism is often seasonal work, so your working hours sometimes vary. You are likely to work at weekends and sometimes in the evening, but not beyond 6.30pm.

Tourism Experience: Preferable but not essential

To apply for the role of Operations Manager, please email your answers to the questions below along with a copy of your resume via email Friday, 15th September 2017 - **ethosspiritsapa@gmail.com**

All applications received will be acknowledged via email.

Note: We encourage applications from Vietnamese Nationals in relation to this role.

APPLICATION QUESTIONS:

1. Tell us briefly of your relevant previous work experience to demonstrate your skills in each of these areas:
 - a) Travel experience in Vietnam/Asian region and a passion for travel (personal or work related)
 - b) Office administration skills and experience, including computer skills.
 - c) Outstanding organisation and customer service skills.
 - d) People management experience; with the ability to train, coach and support others.
 - e) Mentoring and developing new staff, particularly leaders.
 - f) Ability to manage crises and take responsibility for the safety of others.
2. The operations manager role is different to being a group leader - i.e. being based in an office, supporting and training leaders, sorting out problems, making changes to itineraries! What personal strengths or attributes do you bring to this role? What things do you think you might find difficult initially?
3. There are a number of systematic barriers that exist which marginalise ethnic minorities. To the best of your knowledge, what are these barriers and how might they be removed?
4. Why do you think Vietnam could benefit from preserving culture and heritage?
5. What considerations do you think an operations manager needs to make to ensure trips run well?
6. What are the most important things you value or want to gain from your job? Why does this job attract you? How do you think you would add value to this position?
7. Provide the name and contact details of two referees (at least one being a current or previous manager).
8. What are your salary expectations in relation to this role?
9. If you were successful, when would you be ready to start?
10. Anything else you want to tell us to support your application?

Please send your answers to the above questions along with a copy of your resume via email by Friday, 15th September 2017.

THE NEXT STEP - We will short-list and interview the top candidates. Please note that due to the number of applications received, only those candidates short-listed will be contacted.

Thank you & Good luck!