



Welcome to Distant Journeys, a fast-growing UK based company specialising in escorted group tours to Australia, New Zealand, South Africa, Kenya, India, Nepal & Bhutan, Japan, China, Borneo, Sri Lanka, Vietnam & Cambodia, Canada, Alaska, USA, Costa Rica and South America.

We are true escorted touring experts, and have won numerous awards at the British Travel Awards, most recently 'Best Small Holiday Company to Australasia', 'Best Small Holiday to Sub-Saharan Africa' and 'Best Small Escorted Tours Holiday Company'.

Our holidays offer unparalleled adventure and once in a lifetime travel experiences.

Our customers are at the heart of what we do, and this is reflected across our company – from our customer service awards to the passion of our teams on the ground in the destinations we operate in.

Due to unprecedented growth we are looking to expand our talented team.



## **Quality & Tour Experience Manager**

**Department:** Service Delivery

**Reporting to:** Head of Service Delivery

**Location:** Ormskirk, hybrid - with some overseas travel and occasional out of hours

**Salary:** 35k to 38k dependant on experience

### **Purpose of the role**

To ensure a consistently high-quality customer experience on tour by managing the performance of our Tour Managers, championing service standards and acting as a guardian of the overall delivery. This role plays a central part in how client feedback is identified, escalated and addressed - taking ownership for making sure issues are followed through and improvements are made.

The Quality & Tour Experience Manager has direct responsibility for the recruitment, onboarding, deployment and performance review of our UK-contracted Tour Managers, setting the standards they are expected to uphold and supporting them to deliver an experience that reflects the Distant Journeys brand.

Working closely with internal teams and overseas partners, the role helps ensure that on-tour delivery is joined up, thoughtful and continuously improving. It also supports the wider business in meeting its health and safety obligations by ensuring that all contracted suppliers have current audit documentation in place and that any new partners are properly assessed before use.

### **Key responsibilities**

#### **1. Define and support outstanding Tour delivery**

- Work alongside the Product Team to develop and maintain a clear framework for tour delivery that reflects Distant Journeys' brand values and client expectations, ensuring our experiences feel thoughtful, seamless and memorable.
- Take ownership of the end-to-end management of our overseas Tour Managers, including recruitment, onboarding, assignment to tours and logistical coordination. Review post tour feedback with the Tour Managers to ensure feedback is addressed.
- Act as the primary point of contact and trusted liaison for our Tour Managers, building strong relationships and supporting them as client-facing brand ambassadors in front of our clients.
- Work closely with internal and external partners, including the Product and Customer Operations teams, DMCs and in-destination suppliers, to align delivery with DJ standards and resolve quality issues proactively.
- Utilise our dedicated health and safety portal to verify that all accommodation, excursion, and ground partners maintain up-to-date audits. Ensure that all new suppliers undergo the appropriate approval process prior to engagement. Take ownership of addressing any risks identified in audits by working collaboratively with in-resort partners and suppliers to ensure timely and effective resolution.

#### **2. Reporting and insight**

- Report on client NPS and other key experience metrics, identifying themes and performance trends.
- Produce a monthly Tour Experience Tracker for the board, based on post-travel client feedback, highlighting risks, areas of excellence and opportunities for improvement.
- Collaborate with the Operations team to compile monthly health and safety incident reports, ensuring timely board visibility and appropriate follow-up.

### **3. Lead continuous improvement**

- Own the end-to-end analysis of post-travel feedback, identifying patterns, root causes and opportunities for improvement.
- Coordinate improvement actions across internal teams and suppliers, ensuring accountability and follow-through.
- Maintain clear visibility of what is changing and why, creating a live feedback-to-action loop that drives tangible outcomes.
- Support the Product and Service Delivery teams with structured end-of-season reviews, using client insight and operational feedback to assess DMC performance and identify areas for development.

#### **Skills & Experience Required**

- Experience in service delivery, operations, or quality management within the travel, hospitality, or events sector.
- Strong organisational and logistical coordination skills, with the ability to manage multiple moving parts effectively.
- Excellent communication skills, capable of managing relationships with both internal teams and external partners across different cultures.
- Demonstrated ability to build trust and influence without direct authority.
- Competence in analysing data and using insight to inform decisions and improvements.
- Comfortable preparing reports and presenting findings clearly to stakeholders, including senior management.

#### **Personal Attributes**

- A proactive and solutions-focused mindset, always seeking ways to improve and enhance the guest experience.
- High attention to detail with a strong sense of accountability and follow-through.
- Collaborative and approachable, with a natural ability to support and motivate others.
- Passionate about quality and customer experience, with a desire to uphold and champion brand values.
- Adaptable and resilient, able to manage occasional out-of-hours requirements and overseas travel with a positive attitude.