

Operations Coordinator for Raleigh International South Africa

Job Title: Operations Coordinator

Location: Hoedspruit, Limpopo, South Africa

Reports to: Expedition Manager

Salary: R18,000 - R20,000 per month, dependent on experience

Hours: Full-time, live-in position (hours vary, with a flexible schedule)

Benefits: This is a live-in position, therefore accommodation and food is provided for 9 months per year during Expeditions

Start Date: 4 June 2025

Annual Leave: Approximately 2.5 months of leave, aligned with the Raleigh International Expedition cycles

Please note: applications from individuals without the right to work in South Africa will not be considered.

About Raleigh International

Raleigh International delivers expeditions focused on community development, environmental conservation, and adventure leadership. Our programmes bring together young people aged 17–24 (Venturers) from around the world to participate in hands-on projects that encourage personal growth, leadership, and global citizenship. Each expedition lasts from 5-10 weeks and is composed of community, environmental, and adventure phases with groups supported by more experienced group leaders (Venturer Managers, aged 25+). Through a combination of training, physical work, challenging conditions and a practical approach, we challenge, celebrate and inspire young people to discover a newfound sense of confidence, resilience and self-belief, and to become leaders in global citizenship.

The Role

The Operations Coordinator will play a key role in ensuring the successful delivery of Raleigh International's expeditions in South Africa. This live-in role is central to overseeing logistics, safety, and operations, while also supporting the management of trek, community and environmental projects. The role demands excellent project management, people management, and crisis management skills, and is a perfect fit for someone passionate about creating positive change for young people as well as environmental and community development work.

You will be the point of contact for operational and logistical support, ensuring that expeditions run smoothly, that safety standards are upheld, and that both staff and Venturers have the resources and guidance they need to succeed. Additionally, you'll manage key environmental and community projects, ensuring they are delivered effectively and have a lasting positive impact.

Key Responsibilities:

Safety & Crisis Management

- Take a proactive approach to safety, ensuring that all activities comply with best practices, safety regulations, and Raleigh's safety standards.
- Support the Expedition Manager to develop and implement crisis management procedures, including first aid, emergency response and evacuation protocols.
- Coordinate and control the day-to-day management of the crisis management plan and incident response as part of the Duty Manager team.
- As part of the Duty Manager role, you will provide support and guidance in any high-pressure situations, ensuring the wellbeing of all participants, staff, and volunteers. This will involve coordinating with providers such as doctors, rescue teams, and local authorities.
- Regularly review safety protocols and conduct risk assessments to ensure they are up-to-date and fit for purpose, ready for review by Expedition Manager.

- Report any safety concerns to the Expedition Manager
- Maintain strong systems for risk management and ensure all safety protocols are followed across all activities, including adventure treks and project work.

Operational Logistics & Planning

- Oversee the coordination and smooth running of all Expedition operations including training, logistics, schedules, transport, equipment, and food supplies at each point of Expedition.
- Work closely with the Expedition Manager to ensure all operational needs are planned and executed seamlessly throughout each phase.
- Create and review schedules, rotas and logistical plans for each stage of Expedition, including training, Duty Manager, group numbers, overall Expedition plan, project changeovers etc
- Manage and oversee food for all stages of expedition: working with food spreadsheets, placing food orders, food collection and distribution, creating and reviewing menus, managing the food budget
- Manage and oversee kit and equipment: planning, distribution, review, budgeting, occasional purchasing, maintenance/repair

Training

- Lead and oversee the delivery of training to staff, group leaders (Venturer Managers) and volunteers (Venturers)
- Create and adapt the training schedules, designing comprehensive training programmes which cover all required information
- Review training and outcomes, and further refine the schedule and programme to adapt where gaps are found

Project Management

- Lead and oversee the delivery of community and environmental projects, ensuring they meet objectives and are aligned with the wider goals of Raleigh International.
- Support and work closely with colleagues in the running of trek and environmental projects.
- Collaborate with local stakeholders and partners to ensure success of all projects, distributing relevant updates and communications where needed.
- Ensure the successful integration of project activities with the overall expedition programme, maximizing the impact of each phase.
- Monitor and evaluate the progress of each project and ensure that activities and outcomes meet our developmental goals, proposing improvements where required.
- Ensure all projects (community, environment, trek) meet Raleigh's safety standards, escalating to the Expedition Manager if needed.
- Provide support to Venturers and Venturer Managers who are out on project, ensuring they are actively engaged in and learning from each project phase.

People Management

- Supervise and manage Venturers and Venturer Managers, providing leadership, guidance, and support throughout the expedition phases.
 - Support, collaborate and communicate with all staff to ensure a smooth and successful running of expedition, maintaining our high standards at all times.
 - Ensure that all staff members are well-prepared, trained, and equipped to support the programme, especially in areas related to safety, crisis management, and wellbeing.
 - Foster a positive, inclusive supportive environment for Venturers, Venturer Managers and staff, ensuring that each participant feels valued, respected, and part of a cohesive team.
 - Lead by example and actively engage with Venturers and Venturer Managers, demonstrating Raleigh's core values.
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Person Specification:

The Operations Coordinator will play a key role in both organisational and direct delivery work. You will be a motivated 'all-rounder' who can go from speaking to a group of Venturers in the middle of the bush, to discussing logistics and strategy in the office. You should have a background in operations, project management or a related field, and might also have experience leading and managing groups.

You will have experience implementing training for volunteers and staff members, and experience in Crisis Management, with the ability to handle multiple priorities and thrive in a fast-paced, high-energy environment. The ideal candidate will be passionate about community and environmental development, with excellent leadership and communication skills.

Essential Criteria:

- Demonstrable experience in project management, such as managing community and environmental projects, including planning, execution, and evaluation.
- Strong understanding of health, safety, and crisis management protocols in outdoor or field environments.
- Proven experience in managing teams and working with volunteers or staff, with strong interpersonal and leadership skills.
- Extensive experience coordinating logistics for large-scale projects, including managing resources, suppliers, and budgets.
- Ability to think on your feet and solve complex problems in a challenging, fast-paced environment.
- Proficiency in using office technology and software including Microsoft Office and SharePoint, in particular knowledge of Excel Spreadsheets.
- Fluent in English
- Valid First Aid Qualification
- A full South African driver's license and confidence to drive on a regular basis.
- Willingness to work flexible hours and take part in outdoor activities.
- Able to relocate for this live-in position.
- Police Clearance Check
- Satisfactory References

Desirable Skills & Experience:

- Educated to university degree level, preferably in a relevant field (Operations, Tourism etc)
- Valid South African PDP Driving Licence.
- Tourism qualification or relevant training e.g. FGASA
- Previous experience in the tourism or volunteering sector, ideally in South Africa.
- Familiarity with social media management including Instagram
- Knowledge and passion for South African environments
- Passion for Youth Development & Outdoor Activities

How to Apply

Applications close Tuesday 8th April 2025. For more information and how to apply, please visit our website: <https://raleighinternational.org/meet-the-team/#vacancies>