



Job Title: Groups Programme Coordinator

Working Hours: 35 hours per week, flexitime (core hours 9:30 am – 3 pm UK)

Salary: £34,500 per annum

Annual Leave: 28 days per annum

The Company:

Gap Africa Projects was inspired by and founded on our common passion for Africa. Run by a small but knowledgeable team with a shared love of travel, our focus is to provide meaningful, sustainable and memorable experiences promoting personal development.

Our projects and study expeditions are tailored to satisfy the needs of eager students and those looking to enhance their studies, whilst also supporting and developing the growth of the projects themselves. We pride ourselves on the management of our clients' time on their projects, being unique and personalising is paramount in what we offer. Conservation is at the heart of what we do, and for over a decade, we've built programmes that connect students with impactful research and sustainability projects. Now, we're expanding this ethos into new areas: Sports, Creative, and Care, offering young people meaningful Global Field Experiences that inspire growth, learning, and positive social change across a broader range of sectors.

We operate with an entrepreneurial mindset and value autonomy and initiative. Our team works in an autonomous manner, which allows them to manage their own time. We have a flexible working ecosystem, which encourages our team members to work remotely but also provides opportunities to meet up and collaborate regularly.

Job Summary:

We're looking for an enthusiastic and proactive individual to join Gap Africa Projects as our Groups Programme Coordinator. In this pivotal role, you'll lead the development and delivery of bespoke group programmes—particularly within the Sports, Creative, and Care sectors—while ensuring an exceptional end-to-end experience for our students and institutional partners. Combining elements of business development, relationship management, and operational coordination, this is an exciting opportunity to help shape the growth of a values-led travel and education company.

If you're passionate about youth development through international experiences and confident engaging with colleges, students, and stakeholders, we'd love to hear from you.

Success in this role will be measured by new group bookings secured, positive feedback from partners, and operational excellence

The ideal candidate would be:

- Hardworking, ambitious, bright individual with a great personality and a self-starter attitude.
- Have experience within the FE/HE in the General Further Education sector, particularly the Sports and/or Creative & Care Sectors
- Have a passion for developing young people through amazing travel experiences.
- Confident in delivering presentations and speaking in public
- Organised, proactive, someone who picks things up quickly.
- Confident and outgoing, with a collaborative attitude.
- Proven ability to multitask and set priorities in a fast-moving environment.
- Strong attention to detail.
- Ability to write and communicate effectively.
- Highly developed interpersonal and communication skills
- Previous experience working in travel although not essential.

This role would suit a curious person with a buttoned-down attention to detail. There will be a lot of admin to manage, which will include working in our own CRM system, creating and managing bookings directly with our clients.

Main Purpose of the Job

- Building and maintaining our academic groups focusing on sectors such as Sports and Creative & Care, and therefore, this role will include revenue targets.

Main Duties and Responsibilities

1. Opportunity Identification and Development

- Drive revenue through the acquisition of new academic group bookings, focusing on the Sports and Creative & Care sector
- Create and nurture new partnerships with colleges, universities and educational organisations
- Identify emerging trends, unmet needs, and gaps in existing offerings within the student market. Focusing on the Sports and Creative & Care sector and other non-land-based sectors.
- Analyse competitors and industry dynamics to pinpoint areas of opportunity for our products/services.

2. Coordinate Bookings:

- Manage the booking process for Gap Africa Projects programs, ensuring accuracy and timeliness.
- Liaise with participants, institutions, and other stakeholders to confirm bookings and address any inquiries or concerns.
- Monitor payment schedules and follow up with participants or organisations to ensure timely payment processing.
- Maintain accurate records of payment statuses and update relevant databases accordingly.

3. Project Management:

- Oversee group student projects, providing guidance, support, and feedback as needed.

4. Presentations and Workshops:

- Develop engaging presentations and workshops to deliver to student groups, schools, and other stakeholders.
- Tailor content to suit the audience's interests and objectives, effectively communicating Gap Africa's mission and offerings.

5. Customer Journey Management:

- Map out the customer journey from initial inquiry to program completion, identifying opportunities for improvement.
- Implement strategies to enhance the overall customer experience and satisfaction.

6. Airport Meet & Greet

- Coordinating group departures at UK-based airports to facilitate seamless check-in experiences and providing comprehensive support to ensure a stress-free process.

7. Health and Safety

Ensure all health and safety documentation including risk assessments and PL certification are maintained and regularly updated.

Personal Specification

	Essential	Desirable	Method of Assessment
Qualifications and Attainments			
Related Degree or Equivalent Qualification	✓		Application
English and Maths at Level 2	✓		Application
Experience and Abilities			
Familiarity with customer relationship management (CRM) systems.		✓	Application / Interview
Experience working in the education (Sports and/or Creative & Care sector).	✓		Application / Interview
Experience delivering presentations or workshops to diverse audiences.	✓		Application / Interview
Experience in coordination, communications, or project management roles.		✓	Application / Interview

Skills and Specialist Knowledge			
Understanding of Microsoft Office programs	✓		Interview
Strong written and verbal communication skills, with the ability to engage diverse audiences.	✓		Interview
Understanding of social media management and web content management systems.		✓	Interview
Ability to work under pressure and meet tight deadlines	✓		Interview
Attitudes and Behaviours			
Willingness to work flexibly in a team	✓		Interview
Well organised with excellent time management skills	✓		Interview
Ability to work independently and collaboratively in a fast-paced environment.	✓		Interview
High Levels of enthusiasm, intelligence and discernment	✓		Interview
Self-Motivated	✓		Interview
Other			
Full UK Driving Licence	✓		Certificates
Valid DBS		✓	Certificates
Valid UK Passport		✓	Certificates

Additional Information:

- We are a small team, so you must be flexible and have the dynamism to undertake any duties as and when requested.
- This role will include revenue targets
- In-house training will be provided on all aspects of the business.
- Frequent UK travel will be required

To apply, please submit your CV and a cover letter with the subject line:

"Application – Groups Programme Coordinator" to

rob.chaffe@gapafriaprojects.com.

Interviews will be open until a suitable candidate is found.