

## Insider

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Brand:	InsideJapan Tours
Branch:	Nagoya
Work location:	Remote
Reports to:	Insider Team Leader

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### Our Values

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In everything we do at Inside Travel Group, we strive to deliver a Quality and Friendly service with Integrity, Determination and Passion using our collective Knowledge. This is at the heart of the organisation, and the company looks for every individual to demonstrate this daily. Each member of the team is expected to exemplify the company values through their work and professional conduct. We expect everyone to set an example to those around them and to be conscious that they are representing the company when working with customers and partner organisations.

### Our Culture

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You will be part of a fun, friendly team of employees, all of whom share a passion for our destinations, a belief in our brands and a strong collective sense of values and purpose. Our work culture is supportive, creative, and dedicated, and it is at its best when we all try to lead by example; the more you put in, the more you and the team get out, and it will be important that you play your part.

### Job Purpose

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Our Insiders are the face of our business, being consummate in-destination hosts for our Small Group Tours and Insider Day products by acting in accordance with our values and adhering to our motto: Get beneath the surface. They are also our eyes and ears, our boots-on-the-ground, informing our product and marketing strategy by providing innovative insight into new openings, trends, and developments.

### The Role

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As an Insider, you'll split your time between leading our small group tours, as well as hosting our Insider Day/Insider Evening products, preparing for and conducting unforgettable experiences for our clients on the ground. While you'll be expected to follow guidelines, this is at times an exceptionally fast-paced and varied role, with no two days the same. Strong Japanese ability and understanding of cultural nuances are a must to ensure that you are able to work closely with our suppliers and be the mediator between them and the clients. You'll have the opportunity to share your unique insight on a daily basis, engaging clients in informative discussions around Japanese history, culture, heritage and traditions, as well as sharing your experiences of modern day living in Japan. Experiencing Japanese cuisine is a particular highlight for many of our clients, and the responsibility lies with you to ensure that they are provided with a gastronomical experience throughout their stay. Balancing all of this for a group whilst taking care of individual needs is no easy feat - your ability to keep calm under pressure, quickly and discretely resolving issues as they arise whilst also limiting any impact on the wider group, will be a key asset to your performance in this role.

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## Who you will be working with

A summary of the key relationships for this position:

- Insider Team - sharing knowledge and experience
- Suppliers – representing the brand among hotels, restaurants, local guides, partners, etc.
- PR and Marketing - providing marketing content on the ground
- Product - sharing intel and insight of new and interesting products
- Sustainability - ensure any conflicts with our Sustainability policies are quickly escalated and addressed
- Customer Experience team - liaising to provide excellent customer support

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## Level of budgetary responsibility

You will be entrusted with a budget for Insider Day bookings and Small Group Tours. You are held accountable for these funds and their usage and are expected to perform your duties within these budgetary parameters. At the end of the calendar year, you will be asked to return in-hand company funds.

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## What you will be doing

### Preparation

- Thorough preparation in advance of leading Small Group Tours and Insider Days, reviewing Trip Notes and Tour Dossier to ensure all advance wants and needs are accounted for.

### Client Care

- Lead our branded Small Group Tours.
- Lead our localised Insider Day and Evening Tours.
- Guide agents and other industry professionals on familiarisation trips with InsideJapan Tours.
- Provide cultural talks to our clients.
- Oversee client safety according to our Health & Safety Guidelines.
- Ensure all dietary requirements are taken care of.
- Resolve issues and complaints in a client-centred and professional manner.

### Quality Control

- Manage time and punctuality to ensure tours run to schedule.
- Make logical and appropriate decisions in high-pressure situations.
- Report any recces required for upcoming small group tours and Insider Day/Evening tours.
- Undertake recce trips for product and itinerary research in advance of leading tours, providing marketing materials as required.
- Contribute towards updating our Trip Notes documents on an ongoing basis.
- Contribute towards maintaining our Threat and Risk Assessment documents.
- Assist with the yearly updating of our Destination Guides.
- Support the Insider Team Leader with non-tour projects.

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- Commit to ongoing, self-motivated personal development by expanding your knowledge base, finding new places of interest, and development of new skills.

### **Compliance**

- Submit tour accounts and non-tour expenses on time.
- Submit Tour Reports on time.
- Provide photographs and/or video material taken while on tour/FAM/consulting, and/or any other business-related trips, for use for marketing purposes.
- Maintain an up to date First Aid qualification, requesting re-training as required.
- Maintain a valid status of residence for the duration of your time working for ITG.

### **Outputs**

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- Tour reports and accounts.
  - Copy, photographs and videos for marketing purposes.
  - Accurately maintained operational documents (trip notes, fact sheets, restaurant and bar guide, activity resources on tour and more).

### **Measurable Outcomes**

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- Consistently high average feedback scores.
  - Tour reports and tour accounts submitted within 48 hours of completing a tour.
  - Non-tour accounts to be submitted by the last working day of the respective month.
  - Tour accounts consistently reflect appropriate usage of tour budgets within a 10% margin above or below the total amount.
  - Marketing content submitted within 48 hours of completing a tour.

### **What you will need**

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- In depth knowledge and lived experience of Japanese culture, heritage, traditions and values, and confident in explaining and discussing these with others.
  - Strong public speaking skills, able to project voice in outdoor and/or loud environments to provide clear directives and briefings.
  - Acute sense of multicultural awareness, with demonstrated experience in working with a diverse range of individuals and groups and balancing their needs accordingly.
  - Demonstrable customer service skills, using initiative to inventively improve customer experience, and empathy to develop effective solutions.
  - Proven experience in managing and facilitating the daily travel logistics for large groups to ensure a seamless problem-free experience.
  - Confident using all applications within the MS Office Suite; able to write informative reports, accurately complete budgetary accounts, respond to emails promptly and professionally, and maintain our online guiding resources.
  - Physically fit and healthy; ability to walk in excess of 10 km per day over a period of two weeks.
  - Strong Japanese language skills (equivalent to JLPT N2).
  - Strong English language skills, ability to communicate clearly and to a professional standard in both operational and social contexts.

## What we are looking for from you

- Naturally charismatic and engaging: a true people person, you enjoy widening your network and broadening your horizons, sharing knowledge and insights to take an active interest in the views of others.
- Highly presentable: you're friendly and approachable whatever the weather, keeping a calm head under pressure to conduct yourself with the utmost professionalism at all times.
- Comfortable with responsibility: you accept that sometimes, difficult decisions in challenging environments will need to be made, and you're comfortable with owning these actions.
- Exceptionally well organised with a meticulous approach to details: research is a forte, and you set the bar high when it comes to having all the facts to hand.
- Proactive approach to wellbeing and resilience: you'll understand when to put yourself first and will be resourceful about reaching out when required.

## Beneficial skills and experience

- JLPT N2 certification
- 2+ years of tour leading experience
- Budget management responsibility
- Certification in specialist areas of knowledge related to Japan
- Specialist outdoors skillsets, such as long-distance cycling, hiking, and trekking
- Degree in travel, tourism, Japan Studies or similar
- Travel industry experience

## Pay and Conditions

- Candidates will need to have the appropriate visa for tour leading in Japan. We are able to sponsor visas for those who require it.
- The majority of your initial induction and onboarding will take place through a training tour over a two-week period with a senior member of the Insider team.
- You will be contracted to work for 210 days per year through a combination of small group tours, day guiding, and non-tour work. Most of your contracted days will be assigned to small group tours, for which you will be expected to be on the road with clients for up to 18 nights per tour. Busiest seasons include spring and autumn, where you may be expected to conduct several tours in a row with a few days off in-between. You can expect to take advantage of flexible time off during our off-peak seasons of summer and winter.

<b>Salary</b>	From JPY3,825,892 per year
<b>Hours</b>	210 contracted days per year
<b>Holiday</b>	Flexible during off-peak season
<b>Health</b>	The Company has enrolled you in the Japanese Health Insurance, Employee' Pension Scheme and Employment Insurance, for which you and the Company share the premiums. Also, you are covered by Labour Accident Compensation Insurance, for which the Company bears the premium. Annual Health Check.
<b>Bonus</b>	Annual discretionary performance-related bonus of up to 100% of monthly salary (up to 125% of monthly salary in exceptional circumstances).

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**Benefits**      Extensive travel throughout Japan • Subsistence allowance during tours • Flexible time off (off peak) • Structured career progression • Biannual Insiders Forum • Volunteering leave • Discounted travel for staff, family and friends • Designated learning and development time

### **About Inside Travel Group**

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Inside Travel Group (ITG) is a specialist tour operator headquartered in Bristol, UK, with offices located in Broomfield, Colorado, Brisbane, Australia, and Nagoya, Japan. The company consists of specialist travel brands InsideJapan Tours, established in 2000, and InsideAsia Tours, which specialises in travel to Asia. The multi-award winning InsideJapan is one of the world's largest and most respected independent providers of travel to Japan. The company offers unique group tours, tailored travel, and cultural experiences that few get the chance to discover. With years of experience living, working, and travelling in our destination countries, our team offers unrivalled advice and support, whatever our customers' budget or personal interests. Our holidays give people the chance to experience both the popular and little-known aspects of Japanese and Asian culture, providing customers with an insight into the diverse character of the countries we love.

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