

Hello from Friends-International

We're looking for a

CHILDSAFE EXPERIENCES LEADER

Are you an experienced tour leader looking for a role with a difference? Would you like to use your skills to create engaging travel experiences while helping make tourism safer for children everywhere?

If you answered '*yes*' to any of the above, then you may just be the person we need.

WE ARE

Friends-International (FI), an award-winning NGO founded in Phnom Penh in 1994. Our vision is a world where every child, young person, and their caregivers are safe from harm and can access education, training and job opportunities to fulfil their potential as productive, functional citizens of their countries. Our multiple dynamic teams in Cambodia, Thailand, Laos, Indonesia, Myanmar and Europe, together with our partners, deliver innovative services for children, youth, their families and their communities. This is done through our Saving Lives, Building Futures and ChildSafe programs which cover a great variety of carefully integrated projects including child protection, migration, harm reduction, education, alternative care, vocational training, social businesses, employment, NGO networks and more!

THE ROLE

As our ChildSafe Experiences Leader, based at our HQ in the heart of Phnom Penh, you will bring to life experiential travel adventures and activities that raise awareness and support children, youth and their families. You will:

- Lead the on-site fun: manage, host and keep developing ChildSafe Experiences around Phnom Penh
- Team up with our colleagues to deliver educational, hands-on tourism that travelers remember (and that helps children, youth and families)
- Welcome curious travelers, students, private school groups and visitors to Cambodia, and show them Phnom Penh with a purpose
- Build exciting partnerships with local and international partners, from businesses to community-based tourism enterprises



Does this describe you?

- You are a dynamic team player who is passionate about working for the protection and education of marginalized children, youth and their families
- You have fantastic verbal and written communication skills and enjoy meeting and working directly with clients and partners
- You have a strong track record in working within customer service and public-facing roles
- You have experience in travel and tourism and enjoy engaging with tourists in a group setting
- You are flexible and comfortable with occasional travel and working some evenings, weekends or holidays when activities require it
- You are fluent in written and spoken Khmer and English, with proficiency in online booking systems and MS Office

These would be examples of some of your daily responsibilities. Would you enjoy them?

- Hosting lively tours, presentations and ChildSafe Experiences for large groups exploring Phnom Penh
- Creating and maintaining simple, clear standard operating procedures and manuals so every experience runs smoothly and can be replicated
- Keeping the numbers on track: overseeing daily, weekly and monthly income and expenditures, and working with the finance team to improve financial processes
- Scouting new experiences: researching product opportunities, markets and trends in Phnom Penh and beyond, and running risk assessments so every product and location is safe
- Being the go-to person for partners: building and nurturing relationships with social enterprises, NGOs and community-based tourism groups, and helping them launch and grow

Sounds good!? Great! Please email your CV with your Cover Letter and salary expectations now to hr@friends-international.org and let's talk more.

In compliance with our Child Protection Policy and Protection against Sexual Exploitation and Abuse Policy, all applicants will undergo an extensive background check.

Friends team