

Heritage Adventurer

EXPEDITION TEAM

ROLE DESCRIPTION GUIDE

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HERITAGE EXPEDITIONS INTRODUCTION

Every year Heritage Expeditions voyage with small groups of between 18 and 140 intrepid travellers to some of the most unique and remote islands, coasts and shorelines on earth, aboard their expedition ships *Heritage Adventurer* and *Heritage Explorer* on voyages ranging from 5 – 29 days.

Founded in 1985 by the Russ family in Christchurch, New Zealand, Heritage Expeditions is still proudly family-owned and operated. Contributing to conservation through experiential learning and providing funds for research and management, Heritage Expeditions are pioneers in environmentally-responsible expedition travel offering intimate group excursions to Antarctica and the Subantarctic Islands, through the Pacific, Japan, Asia and around New Zealand on their purpose-built expedition ships.

Each expedition is meticulously planned and led by a team of botanists, ornithologists, naturalists and experts in their field, ensuring passengers maximise every opportunity to learn, discover and experience as much as possible, while minimising the impact of their visit and returning as ambassadors for these very special places.

***Heritage Adventurer* EXPEDITION TEAM**

Heritage Expeditions staff turn dreams into reality through the every-day experiences of our explorations. Contributing to conservation through experiential learning the expedition team are the ambassadors who share these places with guests as they leave sight of the shore and experience new horizons and create new memories.

Each member of the team brings their own strengths and expertise, the manner in which these areas overlap, support and direct each other is the strength and success of the team. This cohesion between team members works with positivity, building the spirit. Negative words and attitudes draw everyone into a negative spiral. A positive and cohesive programme requires communication across all members of the staff team.

The expedition strength is the ability to maximise the opportunities of each day within a voyage and to be flexible and willing to include new or varied opportunities as they arise.

The trip dossier Heritage Expeditions publishes is the basis for each expedition. A significant key to the onboard cohesion is the daily programme. This outline of the next day's programme gives direction to the passengers, co-ordinates timelines for the Hotel Manager and the hotel team, works with the Captain, Officers and crew – it's one form of communication.

Team *Heritage Adventurer* represents Heritage Expeditions at all times – the expectation is of staff being a positive ambassador, always presentable, approachable and interactive with guests during voyages.

Heritage Adventurer is "home" for our team, helpful contributions within the team include respecting each other's space, especially workspace. It's being thoughtful of each other, considering overlapping impacts and maintaining basic courtesy. A simple request followed up with a thank you.

Changeover days are highlighted as high energy, high activity days. Changeover days are when your connection with *Heritage Adventurer* may begin as an incoming staff member, or when you are welcoming a new staff member onboard as you continue from one expedition to the next, providing continuity and strength to the team, or as you say "till next time" as you depart *Heritage Adventurer*.

For guests, *Heritage Adventurer* is their home for the time they are on board. Their experiences reflect the welcome you give, their interaction with you reflects how you engage through listening and sharing, and their familiarity on board reflects how you encourage them.

This guide introduces the key responsibilities of each role in the *Heritage Adventurer* team. As a team member its essential for you to understand and carry out your role, as well as support and understand the roles of your fellow expeditioners.

To assist the day-to-day onboard expedition delivery there are a range of operational roles which assist the onboard delivery. An outline of the core needs is included in this document; further details are in the General Information for the Expedition Team.



EXPEDITION LEADER (EL)

Reports to the Director of Operations

The title encompasses the role; the Expedition Leader has oversight of the expedition.

The Expedition Leader manages a motivated team to make every day on *Heritage Adventurer* exceptional as they deliver the final itinerary. In collaboration with the Captain and Officers, the EL utilises the advantages of sea, weather, wildlife and, if applicable, ice conditions, within the parameters of safety and in compliance with internal or external guidelines, regulations and permits. Key to the role is communication with the Captain, Officers, staff team and guests.

Expedition Leaders are the face of Heritage Expeditions on board, they lead by example across all aspects of the expedition with professionalism and operational discipline.

Expedition Leaders by nature and training:

- truly enjoy people - are a leader, teacher and problem-solver
- have a positive and approachable personality,
- provide a two-way line of communication throughout the operation
- have strong social skills and high energy levels
- are public speakers, giving lectures, recaps and briefings
- manage a diverse range of interpersonal interactions – guests, staff, crew, deck and engine, land operator, ship agents
- have incredible patience and good humour
- are a decision-maker in the face of many options.
- can plan itineraries and plot courses on charts
- have an unlimited imagination regarding alternate plans
- work collaboratively across the full operation
- works with CM and LM to deliver daily expeditions
- strong administration skills including creating the preliminary daily schedule and providing reporting as required from each expedition
- are able to drive Zodiacs
- act as a guide during shore excursions
- always consider the safety of passengers first
- have moral integrity

Ultimately, it is the responsibility of the EL to maximise guests' enjoyment and opportunities of the voyage. A sincere interest in people, unlimited patience and enthusiasm for this style of expedition are essential. By building a sense of shared goals among the passengers, staff and crew the EL creates a team.



CRUISE MANAGER (CM)

Reports to Expedition Leader

The Cruise Manager works with the EL and a motivated team to make every day aboard *Heritage Adventurer* exceptional. Key to the role is communication with the EL, EM, LM, the Hotel Manager and through the HM to the hotel team, the wider staff team and guests.

The CM leads the interface with the Heritage Expeditions office / principally the Operations Manager.

The Cruise Manager is a leader in the onboard management team and are the face of Heritage Expeditions onboard, they lead by example across all aspects of the expedition with professionalism and operational discipline.

Cruise Managers by nature and training:

- truly enjoy people and are organiser, planner and problem-solvers
- have a positive and approachable personality, providing a two-way line of communication throughout the operation
- have strong social skills and high energy levels
- oversees the sea shop operation and stocktake
- are public speakers
- manage a diverse range of interpersonal interactions – guests, staff, crew, deck and engine, land operator, ship agents
- have incredible patience and good humour
- are a decision-maker in the face of many options.
- have an unlimited imagination regarding alternate plans
- work collaboratively with the Captain, the Officers and all members of the ship operation and expedition team
- excellent administration skills with attention to detail
- may be able to drive Zodiacs
- may be able to act as a guide during shore excursions
- have moral integrity



LOGISTICS MANAGER (LM)

Reports to Expedition Leader

The Logistics Manager ensures the expedition delivers operationally each and every day. This role focuses on the operational support for the expedition with a proactive approach on planning and safety across expedition operations including briefings, landings, staff induction and training in combination with use and maintenance of all expedition equipment.

The role requires an experienced expedition staff member with a strong team focus, ability to work collegially with the ship's Staff Captain and deck crew, a positive educational approach with staff, attention to detail and follow through on scheduled and responsive maintenance and demonstrate ability to support the expedition with planning and management within timelines. A conscious safety focus is required.

Logistics Managers by nature and training:

- have a positive and approachable personality, providing a two-way line of communication throughout the operation
- have strong social skills and high energy levels
- are public speakers, giving lectures, recaps and briefings
- have incredible patience and good humour
- are decisive in the face of many options
- are safety focussed
- manage communication and strategy of zodiac operations for shore excursions
- Coordinate snorkelling operations
- work collaboratively
- have excellent administration skills
- may have their own area of speciality
- may be able to drive Zodiacs
- are able to act as a guide during shore excursions and zodiac cruises
- have moral integrity

EDUCATION MANAGER (EM)

Works with CM on a day-to-day basis, reports to Expedition Leader

The Education Manager works with the CM, EL and a motivated team to make every day on the *Heritage Adventurer* exceptional. Key to the role is communication within the widest context of the expedition team and the HE Office for delivery of the educational components of the voyage. Education Managers are a leader in the onboard management team and are the face of Heritage Expeditions onboard, they lead by example across all aspects of the expedition with professionalism and operational discipline.

Education Managers by nature and training:

- truly enjoy people: have a positive and approachable personality, providing a two-way line of communication throughout the operation
- have strong social skills and high energy levels
- have an educational background or focus on presentation compilation and delivery
- curate the voyage narrative so that all onboard education elements, such as presentations, recaps, books and posters, are thoughtfully aligned with the destinations and experiences, both past and upcoming, to tell a cohesive story that enriches passenger experience
- are public speakers, giving lectures, recaps and briefings
- have incredible patience and good humour, and work collaboratively
- are decisive in the face of many options
- constantly seek to share the diverse world we are fortunate to travel in
- have an unlimited imagination in guest engagement ashore and aboard
- have excellent administration skills
- may have their own area of speciality
- may be able to drive Zodiacs, and are able to act as a guide during shore excursions and zodiac cruises
- have moral integrity

LECTURERS

Report to the Expedition Leader, works with the EM, CM, LM on a daily basis

The Lecturers onboard *Heritage Adventurer* have an expedition or lecturing background as well as being a team player. Lecturers present with strong social skills and have experience with presentation technology, are physically and medically fit and have a positive and approachable personality. They also share a proactive approach to problem solving, have moral integrity, and are aware of, responsive to and communicate cultural differences.

There is a team of Lecturers with a primary purpose to provide the onboard education programme, including lectures, recaps, onboard and ashore interpretation and guiding. It is advantageous to be a proficient zodiac driver, or competent zodiac driver in calm conditions.

- have a significant knowledge base on their specific area of interest
- are personable, friendly, engaging people
- are able to share knowledge in an engaging manner with guests
- excite guests to explore the world around them with a view to learning more
- work in advance of the expedition with the staff co-ordinator on lecture presentation and potential recap topics recognising the lecturer's area of knowledge
- arrive to the expedition with 4 – 5 presentations and 3 – 4 recap items fully prepared and ready to be presented - presentations are 35 – 40 minutes, tend to be more of a formal style of presentation, recaps are extension information items or a way to share highlights of knowledge
- have read the Expedition Dossier, researched the destinations and are prepared with highlights of what to expect in advance of the expedition
- assist with feature information for sharing via the on screen in cabin information
- assist with the collation, compilation of bird, animal and plant species lists which are shared with guests in the post voyage follow up
- through direction from the CM writes or assists with the Expedition Log as a record shared with guests post expeditions
- through direction from the EM delivers presentations and recaps relating to the destinations and experiences had/ahead, and help to share and enrich the voyage narrative/story
- assist with preparing short Expedition Blogs which are issued to the marketing team daily, sharing the voyage narrative with the public
- as delegated co-ordinates and contributes photos to the end of voyage visual presentation, ensuring images are kept as separate files, marked with photographer’s name on the file, for linking to guests post voyage
- assist with embarkation and disembarkation of guests for shore visits, zodiac cruises and on changeover days
- provides interpretation ashore, during zodiac cruises and as appropriate aboard for significant sightings typically wildlife
- hosting guests on tour as directed
- socialise and be highly visible with guests whilst ashore and in public areas on board
- dine with guests for the welcome and farewell dinners and three nights out of every five nights onboard
- may be a zodiac driver, if so, drives zodiacs as directed by the EL/ LM - refer Zodiac Driver role

GUEST LECTURER

Works the EM, CM on a daily basis, reports to the Expedition Leader

Heritage Expeditions actively seeks to engage with authors, scientists, artists, film makers, adventurers and presenters to share their work, enthusiasm and experience of the places we visit.

Creating a pathway for this connection is a dialogue, they bring their individuality and their experience, and we gain from sharing the expedition with them by being open and adaptable.

Guest Lecturers

- have significant knowledge of their specific area of interest, usually recognised through their work experience such as being an author, presenter, scientist or artist
- have the ability to share knowledge in an engaging manner with guests
- are congenial in their approach with guests and team members across the activities of the expedition
- engages with the team and guests in the activities of the expedition
- arrives to the expedition with presentations and recaps as negotiated with the staff co-ordinator
- is encouraged to attend staff meetings but may be updated independently by the EL, CM, LM or EM
- may engage in assisting the daily operation of the expedition, if they are comfortable to do so, and at the discretion of the EL, CM, such assistance is not a prerequisite or expectation.

PHOTOGRAPHER

Works with the EM, CM on a daily basis, reports to the Expedition Leader

This role supports the expedition with primary responsibility for delivery of our photography programme. The Photographer teaches and enhances photography and photographic skills through onboard presentations, participation in recaps with key highlights from the experiences of the day and compiles the end of voyage visual presentation which is shared with the guests in conjunction with the Expedition Log. Workshops include generic use of equipment with specific sharing in composition and being responsive to the changing conditions of location and climate.

The Photographer offers in-the-field tips and suggestions for improving photographs and leads engaging photo walks. On expeditions visiting communities or sensitive cultural sites, the Photographer leads by example on appropriate etiquette especially images of people.

The Photographer provides images to Heritage Expeditions for the image bank.

The Photographer is an integral part of the expedition team as a lecturer and may have additional strengths such as naturalist, geologist or Zodiac Driver.

ZODIAC DRIVERS

Works with the LM, reports to Expedition Leader

Zodiac drivers are often lecturers, occasionally there are specialist drivers on board. A Zodiac Driver works directly with the Logistics Programmer and the EL, and a formal instructional presentation introduces guests to the zodiac operation.

Zodiac Drivers aid across all aspects of the expedition, they instruct and answer questions.

The Zodiac Driver should interact with passengers: in the Zodiacs, ashore, on deck, at meals, and in the lounges. A positive engaging attitude is essential.

By nature and training they have a safety-first attitude to all aspects of the Zodiac operation and their delivery and are constantly developing and maintaining Health and Safety standards at all times.

Responsibilities:

- positively support the onboard deck team with all aspects of the Zodiac operation
- ensure fuel tanks are refuelled ready for operation
- provides and assists with basic maintenance of motors and pontoons
- ensure the Zodiacs are inflated, safe and ready to be launched ahead of time for zodiac operations
- liaise with the other ZD's after every use to check if any issues arose during the time in the water, apply necessary actions eg fix, modify, advise LM to advise HE operations of issues unable to repaired on board.
- in icy conditions, de-icing of floors and pontoons, and in sunny / tropical climates, cooling down of the pontoons for passengers to sit may be necessary
- landing of survival equipment when required eg Macquarie Island
- safe transfers at the gangway for loading and unloading of passengers
- ensure best practice and safety awareness throughout all parts of the zodiac operation
- provide positive direction and training for incoming team members - we all start somewhere
- report and record seabird and marine mammal sightings to the EL and team member writing the log, record the position and behaviour with the team member compiling the species list
- escorting groups, sharing knowledge and enthusiasm about the area and the wildlife.
- safe and secure storage of Zodiacs on vessel
- checking of Zodiac storage during inclement weather
- report any damage to equipment to EL and Chief Officer
- report any use of safety equipment to EL and Zodiac Master
- be familiar with Standard Operations Procedures and emergency response protocol
- support all team members in safe operations and especially in an emergency



EXPEDITION FIRST RESPONDER

Heritage Adventurer includes a registered Medical Doctor, who is responsible for the overarching medical and public health care of all onboard the vessel. *Heritage Adventurer* has a small medical facility on board where base level emergency services can be provided. The Onboard Doctor is employed in this role. Their onboard responsibilities mean they are unavailable for regular shore side support.

As some of our expeditions explore remote areas where medical services are limited or non-existent Heritage Expeditions has an uncontracted Expedition First Responder who can provide as-required support for emergency care on shore excursions. For many guests the terrain of the regions we visit is outside their day-to-day experience, the role implements mitigation within the risk profile.

On shore the Expedition First Responder travelling with the voyage can render first aid until medical services from the ship can reach them or the guest can be transferred back to *Heritage Adventurer*. The First Responder role is for an ashore emergency only. Consultations on ongoing care, seasickness and medication are for the guest to discuss with the onboard medical physician, or their own physician when they return home.

A First Responder

- is a Medical Doctor, paramedic or medic with experience in remote emergency care, pertinent to the destination eg Ross Sea voyages will have Medical Doctor as first responder
- has a social and engaging manner
- is interested in the destinations of the expedition
- will participate fully in the onshore activities
- is physically and medically fit
- carries the onshore medical emergency care kit
- can provide immediate care in an emergency ashore
- passes care of the guest to the shipboard Doctor as the guest moves to the ship, or the medical person comes to the guest in a collegial manner
- has a high level of moral integrity and professionalism recognising confidentiality is essential on board, as in every day medical life
- understands this is participatory role and is uncontracted.
- co-ordinates their own travel to and from the expeditions.



KAYAK GUIDE

Kayaking is offered on selected Heritage Expeditions voyages. This role develops, guides and supports all kayak operations. The Kayak Guide works with the Expedition Leader and the Logistics Manager to establish kayak opportunities and deliver the kayak operation within safe operation parameters.

A kayak guide:

- instructs passengers confirmed as kayak participants:
    - about on water and kayak safety,
    - launching and retrieving procedures,
    - on water protocol for the group and themselves and
    - response to wildlife and environmental interactions appropriate to the area.
- promotes and ensures safety of all especially in the use of kayak gear and dressing for conditions
- escorts groups by kayak, sharing knowledge and enthusiasm about the area and the wildlife.
- reports on seabird and marine mammal sightings to EL
- ensures kayak maintenance
- ensures safe transfers for loading and unloading of kayaks and passengers to/from kayaks.
- Ensures safe storage of kayaks on the main vessel

GOVERNMENT REPRESENTATIVE

Expeditions which land on the New Zealand Subantarctic Islands and/or the Ross Sea region of Antarctica may have a Government Representative onboard as part of the permit regulations.

For the Ross Sea, the representative is appointed by the New Zealand Ministry of Foreign and Affairs and Trade, Antarctic Policy Unit.
In the New Zealand Subantarctic Islands, the NZ Department of Conservation makes the appointment.

The role is neither as passenger nor as Expedition Team Member, experience has proven including them in the expedition team increases the potential for a positive outcome for all.

A Government Representative:

- presents occasional briefings/lectures if requested and as appropriate to the representative's background and experience
- engages in and with the Biosecurity processes
- assists with landings in an appropriate manner, relevant to their background and experience.
- is ashore with passengers and the Expedition Team where their role includes observation and reporting on compliance with guidelines and regulations, recognising the role is in reporting rather than onsite police.

ONBOARD EXPEDITION SUPPORT

To deliver the expedition in the Heritage Expeditions style there are a range of onboard support roles which are delegated and shared across the team. The following is an outline only, further details are in the General Expedition Information with details guidelines onboard, as needed.

Role	**Brief Description**
Mudroom Master	Key responsibility is to keep mudrooms tidy and organised
Virkon Master	Set up Virkon baths for disembarkation
Bird Monitoring	Liaise with Chief Mate and Hotel Manager for minimum ship lighting at night. Check decks in the early AM
Shore Gear	Check with LM prior to each day's excursion as to what is required for landing ops and biosecurity and delivers needs.
Zodiac Master	Maintains, cleans, repairs and ensures all supplies are received for zodiacs
Daily Photos – all budding photographers	Take 10 -15 images per day that focus on hero images/ guest interactions & experiences, displayed on the TV in reception
End of Voyage Slide Show	Photograph, collect images from staff and create the end of voyage slide show
Daily Blog Called the Captain's log online	Write a short paragraph describing highlights of the day, needs to be sent to marketing the following day along with 3 photos that connect to the text
End of Voyage Log	A diary entry of each day including seadays, the entire document is to be complete at the end of the voyage
Audio/Visual, IT and General support for presentations	Co-ordinate with presenters to ensure presentations are set up and check all is working minimum 15mins prior to start.
True Young Explorer Co-Ordinator	Liaise with the True Young Explorers - Intro to guests, possible presentations.
Biosecurity	Organise and set up initial biosecurity screening Co-ordinate subsequent procedures.
Bird and Mammal List	Keep the species list up to date, convey the list with guests who are 'listers' and return the complete list at the end of the voyage to the Education Manager