



South Georgia & the South Sandwich Islands

Office of the Commissioner
Government House
Stanley
Falkland Islands

August 2023

Dear Candidate,

Visitor Manager Role

Thank you for your interest in a role with the Government of South Georgia & the South Sandwich Islands (GSGSSI).

South Georgia & the South Sandwich Islands is a UK Overseas Territory situated in the South Atlantic, 800 miles south east of the Falkland Islands. The Territory is uninhabited, with the only population being a small team of Government and British Antarctic Survey personnel located at an administrative station at King Edward Point, Cumberland Bay. The Territory remains one of the most remote locations on the planet, and is home to globally significant marine mammal and seabird populations. It also encompasses one of the world's largest and longest-standing Marine Protected Areas. The entire landmass was designated as Terrestrial Protected Area in 2022.

The Government's main office is located in Stanley, Falkland Islands with a small compliment of additional personnel in the UK. In 2021, we published a new 5-year values-driven framework that sets out stretching ambitions for governance, environment, fisheries, tourism and heritage. A copy can be found at www.gov.gs.

The administrative centre at King Edward Point consists of a small cadre of GSGSSI staff as well as a scientific research station operated by the British Antarctic Survey on the Government's behalf. The science conducted supports GSGSSI's world-class conservation, environmental management, and sustainable fisheries objectives.

Also in Cumberland Bay lies the remains of Grytviken, a former whaling station which closed in the 1960s and which is now managed for its heritage value. Some of the buildings have been converted to house the South Georgia Post Office, the Government's workshops and hydroelectric facility, and the South Georgia Museum which is operated by a charity. Many thousands of visitors come South Georgia every year, primarily on cruise ships and yachts during the austral summer. In recent years, sustainable tourism has become an increasingly important part of Government operations, although tourism visits to the South Sandwich Islands are now prohibited by law. In the winter months, the main activity is the operation and management of Marine Stewardship Council certified and sustainable fisheries.

We are now recruiting a Visitor Manager to take over from the current incumbent who is returning to industry. This role is pivotal to the sound administration of this United Kingdom Overseas Territory and as such we are excited to receive applications from candidates who have a can do attitude, fantastic interpersonal and customer service skills, and the desire to deliver continuous improvement for these globally significant islands.

The Visitor Manager is responsible for overseeing the management of the various categories of visitor that travel to South Georgia & the South Sandwich Islands. Whilst the majority of these visitors arrive as tourists on expedition cruise ships, we also welcome significant numbers of scientists, film crews, expedition participants, mariners and private yacht passengers each year along with the vessels from British Antarctic Survey and the Royal Navy. All visitors to the Territory require permission from the Government, and so a crucial aspect to this role is assessing applications against our rigorous assessment criteria.

Whilst there are a range of set duties each day or week there is also significant flexibility to assist other team members across Government when required. Innovation and the streamlining existing practice is encouraged. This is an exciting time to join GSGSSI as we experience significant growth in visitor numbers, which need to be managed sympathetically to ensure environmental protection is balanced with precautionary use. The incumbent will have a leading role in developing GSGSSI's forward-looking visitor strategy covering the next 3-5 years.

The role is available on a 2-year contract, and whilst the position is based in Stanley, Falkland Islands, there is an expectation that the successful candidate will travel to South Georgia in order to understand the context of tourism operations. Due to the limited services available on the island, the successful candidate must be prepared to undergo medical screening and comply with British Antarctic Survey (BASMU) medical and dental assessment. The Government will meet the costs of this assessment. A list of conditions that may preclude employment are available at the end of this letter.

About the terms

The job description accompanying this letter covers the duties of the role. Whilst the incumbent will mainly undertake work connected to cruise ship visits, which occur during the austral summer season, the nature of our small Government is such that they may be called upon to complete other duties as the needs of the organisation dictate.

The role attracts a salary of £42k per annum. Subject to satisfactory performance, the incumbent will also receive a taxable gratuity of up to 25% of gross annual salary at the end of each year of employment. There is no pension scheme available for GSGSSI employees.

For international applicants, flights to and from your country of recruitment, relocation expenses, and support with local housing costs are also available. The post holder will be subject to the Falkland Island taxation regime which requires submission of an annual tax return as a Falkland Island resident. Holiday entitlement is 30 days per year in addition to Falkland Island Public and Government holidays.

Recruitment will be conducted in two phases. An initial paper sift, followed by an interview panel, conducted remotely if appropriate. All interviews will be assessed around the person specification criteria below. Final offer of employment is based on the ability of the candidate to successfully pass the aforementioned medical and dental examinations, and receipt of satisfactory references.

Who can apply

GSGSSI is an international team where many nationalities and cultures are represented. Applications are open to individuals of any nationality with a strong command of written and spoken English, excluding those who are unable to access the Airbridge connection from RAF Brize Norton to the Falklands Islands which is operated by the UK Ministry of Defence. A list of precluded nationalities is appended at the bottom of this letter.

Those applicants who do not hold Falkland Islands Status or a Permanent Residency Permit must be able to lawfully enter and leave the Falklands during the period of employment. This will require that they are in possession of a valid passport with at least 6 months validity beyond the projected end date of the contract.

What is the process

For more information about the position please read the attached job description and person specification. For an informal discussion, and to talk about living and working in the Falkland Islands please contact the Head of Tourism, Allison Kean at allison.kean@gov.gs.

If you would like to apply, please submit a CV and a covering letter, each of which should be no more than 2 A4 pages in length, outlining your motivation for applying and how you believe your skills and experience match the essential and desirable criteria to: recruitment@gov.gs.

The closing date for applications is 1600 Falkland Islands time (UTC-4) on 1st September 2023. Applications received after this time will not be considered. Due to the anticipated volume of applications, only those applicants selected for interview will receive feedback, upon request. A request must be made at the time of interview or in writing, no longer than 5 working days after the interview.

Candidates not selected for interview will be informed promptly and in any case, no longer than 21 working days after the published closing date.

We look forward to hearing from you.

Best wishes,



Laura Sinclair Willis
Chief Executive Officer

Detailed Job Description

The Visitor Manager is responsible for overseeing the management of the various categories of visitor that travel to South Georgia & the South Sandwich Islands. They are the lead official for the visit permitting processes, ensuring that all visitors comply with pre-arrival notification, biosecurity protocol, and post-visit notification requirements.

The post is one of high exposure, with a requirement to liaise proactively with the tourism industry and other stakeholders to ensure the Territory's strong reputation as a well-managed premier visitor destination is upheld. The post holder is responsible for ensuring that sufficient information, guidance and briefing notes are available to meet the needs of a wide variety of visitor types. To this end, the incumbent is the primary point of contact for the International Association of Antarctic Tour Operators, as well as the main provider of visitor briefing and awareness material and events.

There is an expectation that the post holder will undertake occasional travel to South Georgia. For this reason, applicants must be willing to undergo medical screening by the British Antarctic Survey Medical Unit.

Policy & Process Management

Lead for the implementation of identified policy strands of the Government's 5-year framework *Protect, Sustain, Inspire* – in alignment with the GSGSSI values of Environmental Protection, Evidence-based Decision Making, Sustainability and Openness.

Lead delivery of the Government's ongoing visitor management and visitor permitting processes. Work with the Business Support Officer and database provider to ensure a smooth and effective application and issue process each season.

Act as owner of the published GSGSSI Visitor Site Map, ensuring that up-to-date information on open, restricted and closed sites is available and easily accessible to visitors.

Work with the Director of Operations/Operations Manager to ensure visitor management requirements (including response plans) are adequately integrated into the scheme of work and training for deployed Government Officers.

Support the Head of Environment with the annual review cycle for the GSGSSI Biosecurity Handbook, ensuring updates and modifications reflect the full range of visitor and activity types, and are tailored to a range of audiences.

Work with the Head of Environment and external partners and stakeholders to ensure visitor protocols include robust and effective mitigation for existing and emerging biosecurity risks.

Organise and deliver port-call interactions in the Falkland Islands for vessels bound for South Georgia.

Programme Management

Work with the Head of Environment to develop new visitor processes and procedures following introduction of biosecurity legislation — becoming the lead for these processes during implementation.

Project Management

Work with the Director of Strategy & Policy to design and implement processes and procedures for integration of the requirements of the new Entry Control Ordinance into visitor management.

Work with the Head of Environment to develop visitor site management plans and visitor site monitoring in compliance of the Management Plan for South Georgia's Terrestrial Protected Areas.

Lead for integration of pre-border biosecurity requirements into visitor procedures, working across Government to ensure legislative, policy and operational work streams align.

Revenue Generation

Working across government, lead for the development of a 3-5 year strategy for sustainable tourism, recognising the need to balance revenue generation with world-leading environmental protection.

Ensure that charging schemes and fee schedules for visitors remain appropriate, working with the Business Support Officer to ensure accounts are settled promptly.

Work with stakeholders to develop a system for gathering high-quality visitor feedback, to assess existing visitor satisfaction and inform future visitor policy aims.

Incident & Emergency Response

Work with the Operations Director to ensure emergency response protocols include adequate planning and consideration for incidents involving visitors.

Lead for the ongoing review and update of visitor site rodent incursion response plans, working closely with the Environment team.

Essential skills and experience

- Experience assessing applications using policy or legislative frameworks;
- Knowledge of, or ability to rapidly understand, GSGSSI's domestic biosecurity legislation, mitigation measures and response protocols;
- Excellent communication and interpersonal skills, including experience drafting and delivering briefings in a variety of formats to a wide range of audiences;
- Demonstratable ability to work independently and manage multiple workstreams simultaneously;
- Experience of staff supervision, line management and dispute resolution;
- Full manual driving licence;
- Willingness to travel internationally as needed, including to South Georgia which requires 3-4 days passage by sea.

Desirable skills and experience

- A background in tourism or visitor management, ideally gained in a remote, wilderness or eco-tourism setting;
- Experience developing and delivering successful growth and efficiency initiatives;
- Previous High-value (£1m+) P&L responsibility;
- An understanding of the application of working dogs in a conservation or border control context.

List of nationalities not authorised to travel on the Airbridge:

BELARUS
HONG KONG
MACUA
EGYPT
IRAN
LIBYA
NORTH KOREA
RUSSIA
SYRIA
TAIWAN
THE PEOPLE'S REPUBLIC OF CHINA (PRC)
UKRAINE
VIETNAM

This list is subject to change without notice.

British Antarctic Survey Medical Unit – Guide to Conditions That May Cause Concern

Cardiac (Heart) and circulation problems

Angina & Heart Attacks. * Leaky Heart valves & Rheumatic Fever Previous Heart Surgery* Uncontrolled High Blood Pressure Heart Rhythm Abnormalities Treated abnormal rhythms*. Heart Failure Severe varicose veins Arterial Disease Previous Frostbite* Severe Reynaud's disease* Previous leg thrombosis*. Previous clot on the lung*.

Respiratory (chest) problems

Recurrent "burst" lung (pneumothorax)* Single episode of pneumothorax* History of moderate or severe Asthma* Cold induced asthma* Chronic Bronchitis or emphysema* Active Tuberculosis

Gastrointestinal problems

Active stomach / duodenal ulcer History of these ulcers* Liver Disease Pancreatitis Previous exploratory abdominal surgery* Hernia* Untreated) Severe piles* Recurrent (inflammatory) bowel disease*

Genito- urinary problems

Recurrent Kidney Stones Renal colic* Kidney failure Recurrent kidney infections*

Neurological Conditions

Epilepsy or fits (on treatment) Previous fits clear for > 3 years* Brain Haemorrhage in past* (non traumatic) Previous brain surgery* Unexplained episodes of loss of consciousness Severe ME* Degenerative N.M. conditions Significant Neuro Deficit secondary to Trauma

Metabolic Conditions

Most diabetes Mild type II diabetes if well controlled (exceptional)* Other "endocrine disorder"* Cushing's Disease Thyroid disease Addison's Disease Obesity (severe) BMI >30* Obesity (severe) BMI >35

Musculoskeletal conditions **

Untreated Slipped disc* Recurrent back pain* Lower Limb Amputation* Severe knee problems* Recurrent dislocations *(untreated) Unstable joint* - 6 - 6 Rheumatoid Arthritis* Frequent Gout* Ankylosing Spondylitis*

Cancer and Haematological Disorders

Most cancers Treated cancer with low risk of recurrence* Clotting or bleeding disorders Warfarin Medication Treated leukaemia* Bone marrow disease Treated Hodgkin's disease*

Gynaecological conditions

Current Pregnancy Pelvic inflammatory Disease* Ovarian disease.* Dermatological conditions Blistering Skin diseases Severe psoriasis*

Mental Health Problems

Current psychiatric illness Depression Previous severe mental illness Self harm Schizophrenia Previous drug / alcohol problems* Manic depression Personality Disorder Current Drug or alcohol abuse

* The decision will depend on many different factors and will be made on an individual basis.

** These conditions will be assessed in relation to the capacity to undertake activity/work in the anticipated environment.