



LOOKING FC TRIP CAPTAIN

Based: Your home city

Start date: From March, 2022

ABOUT LOOKING FC

Looking FC provides authentic football experiences across football's great cities, bringing fans closer to the beautiful game than they've ever been before. On and off the pitch, Looking FC provides unique encounters with celebrated clubs and the people who bring them to life in the places that bring them to life. Eat, drink, watch a game and live football like the locals do. This is our vocabulary: the real, the vernacular, the authentic and true; the imaginative, the confident, the humble and the hidden. This is Looking FC. Football Lives Here.

Looking FC is an original travel brand by **DHARMA**. ([here](#))

JOB OVERVIEW

You will share your passion for your club, your city and your fellow supporters with our guests on their 4-day trips to ensure we deliver the football experience of a lifetime. With your intimate knowledge of your local area you will manage all logistics, connect guests to the stories of your club, your city and its people. Through your hosting and storytelling skills you will immerse the guests into the legends and folklore that surrounds them on their trip. From start to finish you will deliver exceptional service ensuring that we exceed all expectations.

ABOUT YOU

You're passionately proud of your city, your club, and your local community and you love showing it off to guests. There's no bigger fan of your club than you, you proudly wear your club's heart on your sleeve but you also love the global game and what it stands for. You're active in your community, you know who's who, what's what, and the best places to live authentic football experiences. You care about your local community, your culture, and its history, and you love explaining it all to visiting football fans. You've worked in hospitality before and you're a social person who gets joy out of connecting with people and sharing stories with new friends.



RESPONSIBILITIES

You'll be the face of this exciting football brand, responsible for the guests' experience throughout their trip. You'll prepare for each trip thoroughly, liaising with our HQ team and local suppliers. You'll meet and welcome guests at the trip starting point and lead them through their 4-day experience, being the first person up in the morning and the last to bed, ensuring a quality experience from start to finish.

You'll deliver engaging, informative, football-centric commentary throughout the trip, ensuring guests get a real understanding of how football, your club, and your city are connected. You'll solve any and all guest issues, offering attentive and complete support at all times. You'll work like crazy behind the scenes to ensure the next day is planned to perfection and all arrangements are in place. You'll be completely present for each full day of the trip and be available 24/7 for any support needed.

QUALIFICATIONS

- Confident communicator who can hustle a group to their seats among thousands of passionate home fans, but with the interpersonal skills to connect with all guests individually
- Experience in a customer facing or hospitality role
- Strong leadership skills
- Emotionally intelligent, engaging, and empathetic
- Highly organised
- Ability to remain calm under pressure
- Ability to work independently
- Ability to bond a group of strangers very quickly
- Tech and app savvy - you can use the latest tech to enhance the experience of your city without losing the human aspect of connection
- Ability to build effective relationships and resolve issues
- Ability to prioritise and make decisions



ABOUT DHARMA

DHARMA is a fast-growing, travel-tech startup based in London, UK and Abu Dhabi, UAE. Our innovative business model creates, builds, launches, and operates private-label travel brands for the world's most iconic people and brands. We are proud to have happy clients across a range of industries from best-in-class fitness companies to A-list celebrities. Our dynamic, enthusiastic team has a positive impact on the world and does exceptional work. Together, we are revolutionizing the way travel experiences are built, promoted, and delivered.

HOW TO LEARN MORE

Thank you for your interest in DHARMA. We genuinely appreciate your enthusiasm.

To apply for this position, please submit your résumé and cover letter using the form linked [here](#). Our hiring team will be in touch within five working days to update you on the status of your application.