



HIRING

DESTINATION MANAGER

WORK ABOVE THE ARCTIC CIRCLE

About the role

The Destination Manager is the driving force behind the success of our Tromsø season. This role demands a results-oriented, independent leader who thrives in a fast-paced, guest-focused environment.

We are satisfied with our existing operations, policies, and procedures—so the focus of the first year is on mastering the current systems and ensuring consistent execution. This means fully understanding how we operate today, taking ownership of the processes, and leading the team to deliver at the highest standard.

This is not a simple pen pushing desk job—it's about motivating the team to reach sales targets, having good oversight for cost management, solving problems on the ground around operations, and motivating the team to deliver exceptional guest experiences. The Destination Manager leads with an entrepreneurial mindset, making quick decisions, finding efficiencies, and taking full responsibility for outcomes.

The position has opportunities for remote work between April and June as well as the possibility of a reduce percentage of work during the summer, if this interests the candidate.

Key Responsibilities

- **Staying The Course:** Ensuring all operations are aligned with the Destination Strategy.
- **Operational Leadership:** Oversee day-to-day destination operations, ensuring seamless delivery of tours and guest services.
- **Master Current Systems:** Learn and apply existing operations, policies, and procedures with precision during the first year.
- **Team Management:** Lead, coach, and support seasonal staff and guides, fostering a culture of accountability and collaboration.
- **Problem-Solving:** Anticipate issues before they escalate; resolve challenges quickly and effectively on the spot.
- **Guest Experience:** Guarantee that service quality exceeds expectations and maintains our brand reputation.
- **Financial & Performance Accountability:** Take ownership of seasonal success, including budgeting, KPIs, and increasing profitability.
- **Hands-On Execution:** Step in where needed—this is a role that requires rolling up your sleeves and ensuring the tours depart.
- **High Season Operations:** Ensure peak season operations run smoothly; presence during the peak season is essential.

About You

- Education in business, leadership, tourism or related. If applying from outside EU/EEA it must be a minimum 4-year education at university level.
- Proven experience in operations, hospitality, tourism, or a related leadership role.
- Strong decision-making skills, with a bias toward action and problem resolution.
- Natural leader who motivates and inspires others.
- Has a complimentary and supporting leadership style to the existing leadership team within the organisation. There is no space and Wandering Owl for any undermining behaviours.
- Entrepreneurial spirit—able to think like an owner, not an employee.
- Able to execute the boards vision and stay the course
- Accountable and takes responsibility when mistakes are made.
- Knows themselves well enough to ask for support, help and guidance before an issue escalates.
- Comfortable with long hours, weekend work, and hands-on problem-solving.
- Excellent communication and organizational skills.
- Resilient, adaptable, and able to perform under pressure.
- Education in management, business administration or similar fields.

What we can offer

- Competitive base salary
- A leadership role with high levels of independence and responsibility.
- A clear first-year focus on mastering proven operations, with future opportunities for innovation.
- A dynamic, guest-focused work environment where no two days are the same.
- Possibility of Skilled Work Permit sponsorship for the right person.
- Online Norwegian language courses.



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