



Job description of the Reception Manager

General: The Reception Manager is responsible for managing all the administrative work relating to the Centre's guests and is the first contact for the Centre.

Qualifications:

Essential

- Needs to be at least 21 years old
- Is a member of an Association recognised by WOSM/WAGGGS
- Understands, speaks and writes good English
- Is able to work as part of a team of volunteers
- Able to organise their work in an efficient manner
- Enjoys guest contact
- Has a disciplined approach to work and planning
- Can work on his/her own
- Computer literate

Desirable

- Has been a member of the Short Term staff team at KISC
- Knowledge of other languages, particularly German and/or Italian
- Awareness of financial matters
- Ability to manage and motivate people
- Has a full drivers licence

Management:

General

This position is part of the Guest Services team at the Centre.

Line manager

The line manager for this position is the Guest Services Director. You will have with him/her on a weekly base a 1 on 1 to cover operational business and on a six to eight weekly base a formal appraisal.

Team management

You are responsible for other members of staff working in the Reception. You are also the line manager for Reception Assistant for 4 months during summer; meaning arranging days off, weekly meetings, appraisals and general work plans.

Staff

In the low seasons, there will often be other staff helping in Reception, including the Administration Assistant and it is your responsibility to organise and train as necessary.

Responsibilities:

Guests:

- Ensuring a high standard of guest service at all times
- Welcome and check in of guests arriving at the Centre
- Dealing with enquiries of groups present at the Centre and re-directing to appropriate areas as necessary
- Dealing with check outs and billing of groups
- Co-ordination of catering orders
- Development of guest related systems

Staff:

- Supervision of all staff working in Reception
- Working with members of the Catering team to co-ordinate meal and food orders of guests
- Working with members of the Programme team to co-ordinate programme bookings and changes of guests
- Care and management of all staff employed by the Centre
- Participating in Long Term staff training and development
- Maintaining open and honest communication with the other departments in the Centre.

Work:

- All matters related to the guest booking system, including the main database, making bookings, correspondence before arrival and follow up
- Maintenance of the Guest reception files
- All matters related to general enquiries including maintenance of the database and follow up
- Production of the necessary lists during the year such as arrivals, departures, catering, food orders etc.
- Responsibility for the main till including regular counting
- Responsibility for control of the cash held in the safe
- Responsible for the outgoing mail
- Acting as the general contact for the Centre's radio system
- Organization and cleanliness of the work area
- Organization and control of the storage areas related to Reception
- A good "follow-up" service for guests
- Co-ordinating check in / check out systems with other appropriate departments
- Control of the "Originals" file in Reception
- Control of the guest mailbox, information stands and info display
- Maintenance and updating of the Reception file

Other areas:

- Assist in all areas when needed.
- Know the formal and informal departmental and Centre goals, standards, policies and procedures which include familiarity with other departments;
- Member of one of the Improvement Teams or Emergency Team