

# Job Description

## Beach Lodges

### Assistant



#### Role Profile

Service/Team	Commercial Operations / Bournemouth Beach Lodges
Reports to	Beach Lodges Manager
Responsible for	N/A
Number of posts	1
Post number	MUL047
Career Grade	Grade E – (£24,294 - £25,979)

**My job enhances beautiful Bournemouth, Christchurch and Poole by** providing a knowledgeable & top-quality customer service to Beach Lodges guests.

#### Job Overview

To assist the Beach Lodges Manager in the effective management of the Beach Lodges and providing guests and members of the public with the best experience.

#### Key Responsibilities

- Dealing with customer enquiries, using detailed knowledge of the seafront and local tourism offers
- Assist the Beach Lodges Manager in managing the Beach Lodges including;
  - Liaising with contractors
  - Forward planning for incoming guests
  - Legacy communication with outgoing guests
  - Making guests reservations and taking payments using a bespoke booking system
  - Completing weekly tasks lists as set out by the Beach Lodges Manager
  - Build rapport with all guests and encourage positive reviews and repeat custom
- Act as a main emergency contact for seafront offices, including lost children
- Provide out-of-hours assistance for Beach Lodges guests
- To comply with all Health and Safety procedures and policies as set by BCP Council
- To work within a team by assisting and engaging with all other members of staff
- To assist with all associated area inspections by reporting any defects to the Beach Lodges Housekeeping and Maintenance Manager

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.

- To ensure the security of the Beach Lodges and all associated areas by following the correct procedures as set out by the Beach Lodges Manager
- To provide a helpful and courteous service to all guest and members of the public by assisting with general enquiries

### **Specific Qualifications and Experience**

- Previous experience of working within the hospitality industry or equivalent
- Previous experience of working with the public
- Previous experience of working in a high pressure, time sensitive environment
- Good knowledge of the local tourism industry
- First aid certificate desirable

### **Personal Qualities & Attributes**

- Excellent communication and interpersonal skills
- Excellent attention to detail
- Effective time management skills and ability to prioritise essential tasks
- Aptitude for working with the public
- Good customer care skills
- Reliability, honesty and integrity
- Self-motivated and able to work with minimal supervision
- Share open and honest feedback in a constructive manner
- Ability to work well within a team and individually
- Positive and pro-active approach
- Ability to use own initiative and problem solve
- Proficient in IT

### **Job Requirements**

- Must be able to travel to and from work, using public or other forms of transport where they are viable, or by holding a valid UK driving license with access to own or pool car
- First Aid Training
- To work annualised hours as seasonal demands dictate. The postholder is expected to work longer hours as required during the peak summer months and no annual leave will be allowed during July and August. Time will be taken off in lieu during the winter months
- Flexible working – 5 in 7 days, including weekends and bank holidays are required and in line with the needs of the business (guest changeover days, etc.) Working during major festivals (e.g. Bournemouth Air Festival)
- Lone working will apply
- Manual handling will apply

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.