



JOB DESCRIPTION / ROLE PROFILE

JOB TITLE: Santa’s Lapland Ranger	DATE: April 2017
REPORTS TO: Santa’s Lapland Arctic Circle Centre Leader, Head Ranger, Airport Supervisor	DIRECT REPORTS: n/a
DEPARTMENT: Overseas – Santa’s Lapland	INCUMBENT: Seasonal Placement

COMPANY BACKGROUND

Hotelplan UK, based in Godalming, which includes Inghams, Ski Total, Esprit, Santa’s Lapland, Inntravel (York), Explore (Farnborough) and Regal Dive (Ely). Hotelplan is a large pan-European travel group headquartered in Switzerland, under the ownership of Migros, the leading Swiss co-operative retailer.

PURPOSE STATEMENT

As Santa’s Lapland Ranger, You will be responsible for ensuring our guests have the complete Lapland experience. From the moment the guests arrive until they depart you will play a pivotal role in providing our guests with the Complete Lapland experience.

This role requires a determined and enthusiastic mind-set of personal ‘ownership’ of the role; in short, an approach to all parts of the program which says “If it’s to do with Santa’s Lapland, I am responsible for getting it right.”

The successful candidate will have some knowledge of the Santa’s Lapland Program, the travel industry and the key attributes that make a suitable Santa’s Lapland staff member.

MAIN RESPONSIBILITIES

- **The smooth and efficient running of the Arctic Circle Centre**, with direction from the Arctic Circle Centre Leaders you will provide a highly festive and enthusiastic approach to all aspects of the Search for Santa day.
- **Festive Arrivals and departures**, you will be the forefront of greeting and seeing off guests with enthusiasm and festive cheer, with direction from the Airport Supervisor.
- **Gala Dinner**, You will play an active role in delivering entertainment to families throughout Gala dinner.
- **Ensure a seamless end to end complete Santa’s Lapland guest experience**. Every aspect of our Search for Santa day must be delivered to a high and efficient standard to promote a positive experience with Santa’s Lapland.

KEY TASKS INCLUDE –

- **Songs and games**, you will be expected to sing Christmas songs and play Christmas games with families at every opportunity to keep the Christmas spirit throughout the whole holiday.
- **Create an environment of credibility, respect, pride and camaraderie** in the team, where the overseas team, and UK staff on visits, enjoy and trust the people they work with, and have pride in what they do.
- **Liaison with Guests**, getting direct first hand feedback from guests about their experience with Santa’s Lapland
- **Guest services**, actively seeking resolution for guest who may have questions or queries by directing them to the relevant person who can help resolve their issues.
- **Proactive and engaged member of Santa’s Lapland Team**, supporting the Santa’s Lapland Management team to drive a Positive and efficient operation of the Santa’s Lapland program

KNOWLEDGE, SKILLS & EXPERIENCE

- Excellent organisational and time management skills
- Goal orientated approach, and ability to drive results
- Good communication skills
- Effective influencing skills
- Excellent knowledge of Christmas songs and games
- Team-player, with ability to build and maintain strong, trusting, working relationships
- Flexible 'can do' attitude, and sense of urgency, ability to thrive in a fast paced work environment

QUALIFICATIONS & BACKGROUND

- Background working with children essential
- Passionate about travel and delivering high level of customer experience
- Some familiarity with Hotelplan UK products and services would be an advantage
- Genuine enthusiasm for the Santa Claus story.

KEY COMPETENCIES

- Enthusiasm
- Communication skills
- Timekeeping
- Building Trust
- Flexibility

WORKING RELATIONSHIPS (internal, external, cross-functional, direct reports)

The role means '*flying the flag*' for Santa's Lapland overseas, promoting us as the UK operator of choice for holidays and employment opportunities, with the longest partnerships, best reputation, and broadest winter portfolio of any UK operator.

Key relationships include

- Overseas team
- Santa's Lapland Management Team
- Local Suppliers
- Work colleges

This Position Description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements, and you will also be expected to undertake such tasks as are reasonable and relevant to the scope of the post. Job descriptions will be regularly reviewed to ensure they are an accurate representation of your role.