



JOB DESCRIPTION / ROLE PROFILE

JOB TITLE: Santa's Lapland Accommodation Supervisor	DATE: April 2017
REPORTS TO: Santa's Lapland Accommodation Manager	DIRECT REPORTS: 13
DEPARTMENT: Overseas – Santa's Lapland	INCUMBENT: Seasonal Placement
<p>COMPANY BACKGROUND</p> <p>Hotelplan UK, based in Godalming, which includes Inghams, Ski Total, Esprit, Santa's Lapland, Intravel (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.</p>	
<p>PURPOSE STATEMENT</p> <p>As Santa's Lapland Accommodation Supervisor, You will Supervise all aspects of the Santa's Lapland Christmas cabins and staff meals. You will ensure all aspects of the Guests experience within the Christmas Cabins is to the highest standard. You will ensure all staff accommodation is stocked with ample food supplies and evening meals are cooked to a safe and suitable standard.</p> <p>This pivotal role requires a determined and enthusiastic mind-set of personal 'ownership' of the Santa's Lapland guest and staff accommodation; in short, an approach to all parts of the cabins which says "If it's to do with Santa's Lapland accommodation, I am responsible for getting it right."</p> <p>The successful candidate will have a good knowledge of the Santa's Lapland Program, the travel industry and the key attributes that make a suitable Santa's Lapland staff member.</p>	
<p>MAIN RESPONSIBILITIES</p> <ul style="list-style-type: none"> ▪ Supervise the smooth and efficient running of the Santa's Lapland guest cabins and staff accommodation. ▪ Supervision of the Santa's Lapland overseas team. Including managing the expectations of the staff team and ensuring all staff members are performing their tasks to the high standard we need and expect. ▪ HACCAP, daily observation of all food and cleanliness ensuring relevant HACCAP paperwork is complete correctly ▪ Ordering and budgets, when needed support the Cabin manager with ordering cabin items while keeping to company budgets. ▪ Contribute to the development and innovation of existing and new ideas, constantly striving as part of the team to keep Santa's Lapland "fresh" and abreast of ever changing market trends. ▪ Staff Food, ensure all staff are being provided with a balanced and nutritional diet by the staff chefs, and deputies for them on their days off. 	
<p>KEY TASKS INCLUDE -</p> <p>Management & Supervision of staff</p> <ul style="list-style-type: none"> ▪ Support training with the Santa's Lapland Cabin Manager of the Santa's Lapland team on the overseas training course. ▪ 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. ▪ Staff Welfare, Keeping the Cabin Manager updated on any welfare issues highlighted to you and action any improvements that can be made 	

Guest Experience

- **Regular guest visits**, getting first-hand information from guests and ensuring they are fully looked after and getting the complete Lapland experience.
- **Social Media**, making sure relevant and correct content is being submitted by the overseas team for social media to use in relation to promoting the Christmas Cabins.

UK Departments Communication

- **Liaison with the Group Health & Safety Manager**, to ensure that all Santa's Lapland Cabin staff have received the Food Hygiene training and all Risk assessments are completed.
- **Liaison with Reservations**, with regards to any booking irregularities and queries.

Management

- **Proactive and engaged member of Santa's Lapland Team**, supporting the Santa's Lapland Resort Manager to drive positive process change and delivery.
- **Provide accurate and meaningful data to the Santa's Lapland Cabin Manager**, related issues to support business decisions and development.

KNOWLEDGE, SKILLS & EXPERIENCE

- Excellent organisational and planning skills
- Goal orientated approach, and ability to drive results
- Good communication skills
- Effective influencing skills
- 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
- Detailed experience in Catering and/or Housekeeping
- Experience in budgets and ordering

QUALIFICATIONS & BACKGROUND

- Catering and/or Hospitality qualification desirable.
- Level 2 food hygiene desirable
- Passionate about travel and delivering high levels of customer experience
- Background gained in small to medium-sized travel business – dynamic, rather than corporate
- Some familiarity with Hotelplan UK products and services would be an advantage, and Office software (desirable).
- Good facilitator of cross-functional activity that requires interaction with UK Head Office, suppliers and other operational functions.
- Genuine enthusiasm for the Santa Claus story.
- Full Clean Driving License desirable

KEY COMPETENCIES

- Staff Management
- Communication
- Driving Results
- 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 Accommodation Manager

- Guest Services
- Health & Safety
- Other cross functional relationships within the business
- Externally, with colleges and other suppliers

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.