

Job Description

Hotelplan UK is a well-established and profitable family of travel and tour operating businesses with a strong tradition of excellence, quality and service. Each of our companies is incredibly passionate about its holidays, and our staff both in the UK and overseas are focussed to ensuring that we meet, indeed exceed, the expectations of our customers.

Our vision is 'creating amazing holiday experiences to be proud of'.

Your job will be: Santa's Lapland Elf

Your Manager will be: Santa's Lapland Elf Team Leader

What you will be doing

- Delivering the smooth and efficient running of all Elf duties. Elves have a number of vital roles from greeting and taking families to see Santa, wrapping presents, airport duties and sightings.
- Ensure all letters are delivered to Santa correctly and supporting Santa to understand the literature of all the letters.
- Ensure a seamless end to end complete Santa's Lapland guest experience. Every aspect of our short breaks must be delivered to a high and efficient standard to promote a positive experience with Santa's Lapland.
- Maintain the traditional Santa story at all times, ensuring as an Elf you are only seen by guests in character and not in any other capacity.
- Decorate and maintain the standards of Santa's Cabin to ensure it always looks magical and authentic.
- Ensure Santa's Cabin is stocked each night with presents for the next day.
- Genuine enthusiasm for Christmas, staying in character and the Santa Claus story.

What type of person are we looking for

- Passion and experience for character work and performing
- High energy and a friendly disposition
- Customer service experience; showing dedication to offer our guests the most amazing holiday experience
- Enthusiastic, lively, sociable, friendly and a team player
- Previous seasonal experience (desirable)
- Flexible and adaptable approach to roles, responsibilities and working hours.

What's important to us: Our Company Values

- Be Passionate in everything we do
- Work together as a United team
- Be innovative embracing and driving change
- Trusted, open and honest
- Stand out and be distinctive

Your job description is written to describe the general content of expected duties of the role. It is not exclusive or exhaustive and you may be required to undertake other duties that are reasonable and relevant to the scope of the role as the business requires. We aim to review job descriptions regularly to ensure they are an accurate representation of your role. {#Document Merge (OVS)}